



1. When I click to view my E-Statement, it opens a blank window real quick, then closes and doesn't show my E-Statement.

You may have a pop-up blocker installed that needs to be disabled in order to view E-Statements. If you have installed Windows XP Service Pack 2, this Service Pack updates Internet Explorer with a built-in pop-up blocker that is turned on by default. To turn it off, click on Tools in the menu bar, then select Pop-up Blocker, then select Turn Off Pop-up Blocker. You should then be able to open your E-Statement. After you have viewed your E-Statement you can turn the pop-up blocker back on if you wish.

2. Do I need any special software to use the E-Statement service?

If you have Adobe Acrobat Reader Version 4 or higher on your computer, you're all set. If you do not have Adobe Acrobat Reader or a different version, you can [click here for your free download](#).

3. Can I use the E-Statement program through Web TV?

The Web TV service does not enable access to E-Statements.

4. Do I have to register for @nytime Financial Center (Home Banking) or @nytime Fast-pay (Bill Payer) in order to get E-Statements?

Yes. You must be registered for our free @nytime Financial Center to view E-Statements.

5. How do I register for @nytime Financial Center so I can get E-Statements?

Click on the link from our home page to the enrollment page. You will be asked to enter your account number and Quick Draw PIN. (When you opened your account, your Quick Draw PIN was initially set to the last four digits of your Social Security number. If you later changed it, use that PIN instead) A screen will appear that will lead you through enrollment. If you have a checking account and so desire, you can follow the prompts to sign up for our free @nytime Fast-pay service at the same time.

6. How do I sign up for E-Statements?

First, sign into @nytime Financial Center. Click on "Online Documents" along the horizontal tool bar. Within the "Trusted Partner" list, press Enter alongside E-Statements. Fill out the brief registration page. Accept the user agreement and account terms. Upon completing the sign-up, you will receive an e-mail confirming successful registration.

7. How will I know when I can view my statement?

You will receive an e-mail notification whenever a new statement is available for viewing. Enter the @nytime Financial Center area of our website and click on "Online Documents" along the horizontal tool bar. Within the "Trusted Partner" list, press "Enter" alongside E-Statements. From there you will see a list of Viewed and Unviewed E-statements. Click on the date of the statement you wish to view. If the statement is not viewed within a certain time frame, a reminder e-mail will be sent as a follow up.

8. Can I print my statement out?

You can print your statements and you can also save them to your hard drive, diskette, or CD.

9. How long will my statement be available for viewing?

E-Statements will generally remain available for viewing for 12 months after they have been posted.

10. What if I have multiple account numbers?

You can link your account numbers together in the E-Statement application, as long as the accounts have the same primary Social Security Number. Upon registering for the first account, the system will automatically prompt you to link accounts, if you have other accounts on file. Once you have linked your accounts, all of your statements will be available to you with a single log in. If you open another account with your financial institution at a later time, you can link that account by selecting "Change Registration Information", and then choosing "Link Accounts".

11. What do I do if my e-mail address changes?

You can provide your new e-mail address by going to the E-Statement page, selecting "Change Registration Information", and then choosing "Change Your Email Address".

12. Is my account information protected from others viewing it?

Your account information is protected with the latest encryption technology and security features.

13. What if I "lose" my E-Statement. Can I get a paper copy of my statement?

You may request a paper copy of your statement at any time.

14. I got an error message while trying to view an E-Statement. It says "There was an error processing a page. A font contains a bad CMap/Encoding". What does this mean?

You are using an old version of Adobe Acrobat Reader, and need to upgrade to version 4 or higher. Adobe recommends that you first uninstall any older version of Acrobat Reader prior to installing the updated version. Once this has been done you should be able to view your E-Statements with no problems. [Click here](#) to get the latest version.

15. What do I do if I'm having trouble viewing my statement?

Recent changes to your operating system software such as upgrades, downloads, and/or system enhancements can affect your PC's ability to connect with secure sites, including our E-Statement site.

We recommend trying the following steps:

- Verify that you are current on all Windows Updates. From the Start menu, click on Windows Update, and download recommended updates and patches, then shut down and restart the computer.
- Un-install and re-install Adobe Acrobat Reader.
<http://www.adobe.com/products/acrobat/readstep2.html>
- Ensure that you are using the most up to date version of your browser.

For Internet Explorer (recommended) -
<http://www.microsoft.com/windows/ie/default.asp>

For Netscape Navigator -
<http://channels.netscape.com/ns/browsers/download.jsp> <BR

Other browsers are not supported for this application.

- If you are a Netscape Navigator user, be sure that you have configured Netscape to read PDF files.

Windows users can [click here](#) for instructions.

Macintosh users can [click here](#) for instructions.

- Some pop-up blocker and firewall programs may prevent access to E-Statements. If you utilize these types of applications, you may need to disable certain features of the programs in order to access your E-Statements.

16. What if I no longer want to receive my statement electronically?

You can switch back to a paper statement at any time at no charge. On the E-Statement page, click on "Change Registration Information" and then choose "To Discontinue or Resume Accounts." Click the "Discontinue" box next to the appropriate account numbers and then click "Submit." This process will switch the account back to paper statements, effective with the next statement cycle. You may also contact our Member Services Department at 1-800-222-1329 or by e-mail at info@atlfedcu.com.

If you have not found an answer to your question, please [click here](#) to contact us.