

When is Nymeo upgrading systems?

The upgrade will take place at approximately 10 am on Tuesday, June 23rd. The new system will be available immediately after.

Why is Nymeo making this change?

This upgrade will bring new features that our members have been asking for, but will also allow us to quickly develop and deploy new features in the near future which will allow us to provide a robust digital experience that our members expect and deserve.

Is the upgraded system secure?

Yes, it is. Data security is always important for our credit union, and we have gone through a vetting process to ensure that your financial information is safe and secure.

Will I need to re-enroll?

No. You will not have to re-enroll in our new system; we are taking care of that for you!

What is my username for this new system?

Your username when the new online banking systems goes live on Tuesday, June 23rd will be the same as it was before the conversion.

How do I log into the new system when it goes live?

If you are using a desktop computer, you can visit Nymeo.org and login to online banking as you may have done in the past. It is recommended to use Chrome, Firefox, or Edge as Internet Explorer is not fully supported. If you are using a mobile device on an iOS system, you will be prompted to update or reinstall the Nymeo App when click on the current Nymeo App. If you are using an Android device, please delete the current app and go to the Google Play store to install the new app. Regardless of how you access the system, you will enter your current username and follow the prompts.



New Nymeo App Icon



Will my password change for the new system?

You will be prompted to authenticate your identity during the first login, and then prompted to select a new password. Once you do that, you are all set!

How will I view my statements?

You will be able to access your statements from our new online and mobile banking solutions by clicking on the statements option in the menu. Statements are not changing.

Will I still have access to old statements?

Yes. There will be NO IMPACT to your statements.

Will this upgrade affect my direct deposit?

No. There will be no impact on your automated deposits during this conversion.

Will I need to download a new app?

Android users will need to delete the existing app and download the new app from the Google Play store. iOS users app will be prompted to upgrade or reinstall the Nymeo App when the current App is accessed.



Old App Icon



New App Icon