

## eStatements Help

[What is eStatements?](#)

[How do I access my eStatements?](#)

[What are my eStatements access requirements?](#)

[How do I view my eStatements home page?](#)

[How do I view a document?](#)

[How do I print my eStatements document?](#)

[How do I save my eStatements document?](#)

[How do I change my E-mail Address?](#)

[How do I log out of eStatements?](#)

[How to cancel eStatements?](#)

### **What is eStatements?**

eStatements is a service provided by Workers' Credit Union to allow you to view your documents through Home Banking. As an eStatements user, you have a personalized eStatements home page that you can use to access all the documents archived for you by Workers' Credit Union. In addition, Workers' Credit Union will send you an email notification each time a new document is available.

### **How do I access my eStatements?**

You can access your eStatements home page and documents by signing in to Workers' Credit Union's Home Banking and clicking on the "eStatements" button in the top navigation.

**By email notification.** As an eStatements member, you will regularly receive emails when your document is available. To access the document, simply click the link to the document in the email you receive and login to Workers' Credit Union's Home Banking then click on the "eStatements" button in the top navigation.

### **What are my eStatements access requirements?**

To access eStatements, you need either Microsoft Internet Explorer version 5.0 or higher or Mozilla to serve as your browser. You can download a free browser by accessing one of the links below.

#### **Microsoft Internet Explorer:**

<http://www.microsoft.com/windows/ie/>

#### **Mozilla Firefox:**

<http://www.mozilla.com/en-US/firefox/ie.html>

In addition, you may need Adobe Acrobat Reader version 4.0 or higher, or a TIFF viewer, to view your documents. **NOTE:** For links to Adobe Acrobat and a TIFF viewer, see [Viewing a Document](#).

### **How do I view my eStatements home page?**

Your eStatements home page has three main areas:

The **Documents** area lists the document types for which eStatements documents are available.

The **Unviewed Documents** area includes the eStatements documents that you have not yet viewed. After you view a document in your **Unviewed Documents** area, the link no longer appears under **Unviewed Documents**. However, you can access the document from your **Documents** list.

The **Links** area includes links related to your financial institution. It also includes links that allow you to change your eStatements password, email address, and other information.

### **How do I view a document?**

When you click the link to a document on your **Documents** list or your **Unviewed Documents** list, the document is displayed in your browser. Depending on your financial institution, you may have several tabs for displaying your document in different ways. Click on a tab at the top of the document to display an alternate view of the document. If you accessed the document from your **Documents** list (rather than the **Unviewed Document** list), links to previous versions of your document are displayed on the right side **NOTE:** If you have trouble opening a document, you may see an error message indicating that you need to install a PDF viewer or a TIFF viewer. If you need a PDF viewer, you will see a window asking whether you would like to download a file or save it to disk. Cancel the window and install Acrobat Reader to view your statement. To install a free PDF viewer, open <http://www.adobe.com/products/acrobat/readstep2.html> in your browser and follow the instructions to download and install Acrobat Reader. If you are not able to open a TIF file, you will need to install a TIFF viewer to see your document. To install a free TIFF viewer, open <http://www.alternatiff.com/> in your browser and follow the instructions to download and install AlternatIFF

## How do I print my eStatements document?

To print your eStatement...	Do this...
Internet Explorer	Click in the middle of the document you want to print <i>Optional:</i> If your browser is Internet Explorer, you can preview by selecting <b>Print Preview</b> from the <b>File</b> menu. Select <b>Print</b> from your browser's <b>File</b> menu Select all pages Print only the selected frame For <i>Internet Explorer:</i> click the <b>Options</b> tab and check <b>Only the Selected</b> For <i>Netscape:</i> select <b>The selected frame</b> . Click <b>Print</b> .
Mozilla Firefox	Select <b>Save Page As</b> from your browser's <b>File</b> menu Select folder location to save the statement. Select file name.

If you have a printer, you can print your eStatements document directly from your browser. Depending on your browser and the type of viewer in which your document is displayed, there are different ways to print a document. If you have trouble printing, contact the Member service Center at 978-345-1021.

## How do I save my eStatements document?

You can save your eStatements document directly from your browser. Depending on your browser and the type of viewer in which your document is displayed, there are different ways to save a document.

To save your eStatement...	Do this...
If there is no printer icon below your browser's menu bar...	Select <b>Save As</b> from your browser's <b>File</b> menu Select folder location to save the statement. Select file name. Click <b>Save</b> .
If there is a printer icon below your browser's menu bar...	If there is a <b>Pages</b> field next to the icon, select the number of pages. Click <b>Print</b> .

You will need to save the images of your checks separately (View Images).

If you have trouble saving, contact the Member service Center at 978-345-1021.

## How do I change E-mail Address?

To change your E-mail address:

1. In Home Banking Click on the "User Options" button in the main nav.
2. Next select "E-mail Address" from the list.
3. Enter your new E-mail address in the Internet Banking E-mail Address field.
4. Click Change E-mail Address to update your email address record. A confirmation message is displayed.

## How do I log out of eStatements?

When you exit eStatements, click the **Logout** link, or close your browser. It is important to do one of these two steps to ensure that no one else can view your documents.

## How to cancel eStatements?

To cancel eStatements, you need to contact our Member Service Center at 978-345-1021 or use our contact us link on our website (the Contact Us link is also available from within eStatements on the right side in the Links box) or by go in to any one of our [branch locations](#) and stating that you want to cancel eStatements.