What's Changing in Digital Banking

Nuvision Credit Union is updating digital and mobile banking to make everyday banking easier, faster, and more secure. Some screens, menus, and buttons may look different, but you will still have convenient access to your accounts, balances, and key features.

About the Digital Banking Updates

Why is Nuvision Credit Union updating Digital Banking?

The improvements are designed to make it easier to navigate, provide faster access to commonly used features, streamline loan payments, and strengthen account security.

What can I expect from the updated Digital Banking experience?

Updates to the home screen, menus, and placement of some familiar buttons. These changes are intended to make Digital Banking easier to use and help you find what you need more quickly.

Will account and balance information remain easy for me to find?

Yes. After logging in, you will still be able to view your accounts and balances. The updated experience is designed to make key account information easier to find and access.

Will I need to change my username or password?

Your existing Digital Banking username and password will not change. If you have not completed enhanced authentication, you may be prompted to enroll when you sign in.

Will my alerts, transfers, and scheduled payments remain available?

Yes. Your account information, alerts, transfers, and scheduled payments will remain available.

Home Screen and Navigation

What is changing on the Digital Banking home screen?

The home screen will be replaced with a dashboard. You will still see your accounts and balances, with easier access to favorite accounts, recent activity, and frequently used features.

How do I choose which accounts appear on my home screen?

You can use favorites to choose which accounts appear on your home screen, making it easier to access the accounts you check most often. You can favorite accounts under Account Management by selecting Manage Accounts.

Will I have faster access to the features I use most?

Yes. Shortcuts for commonly used services, including Bill Pay, Card Management, and Credit Card/Loan Payments, will be easier to access from the home screen.

How is navigation improving in Digital Banking?

Long drop-down menus will be replaced with cleaner pages that group related activities together. Each option will include a clear description to help you choose the right task.

Can I search for a feature instead of browsing menus?

Yes. Menu pages will include a search bar to help you find features more quickly. For example, entering "payment" will display available payment options. Searchable navigation will be available in both desktop and mobile banking.

Which features can I search for in the updated menus?

You can use menu search to look for common tasks such as transfers, payments, branch locations, secure messages, appointments, and rates. Search results will display available options based on the key words you enter. Please note the search feature under each menu is only applicable to the options under that menu.

Mobile Banking

What is changing in the mobile app?

The mobile app is being updated to make navigation faster and more intuitive. Common actions will be positioned closer to the bottom of the screen, so they are easier to reach on mobile devices.

How do I move between accounts in the mobile app?

You can swipe between accounts using the carousel at the top of the screen. After selecting an account, you can view recent activity and account details for that account.

Do I need to update the mobile app to use the new Digital Banking experience?

You will need the most up-to-date Nuvision mobile app to access the new Digital Banking experience. Updating the app helps ensure you have the latest features and the best overall performance.

Help and Support

Where can I get help with the updated Digital Banking experience?

If you need help with the new Digital Banking experience, please call the Member Contact Center at 800.444.6327 or send us a secure message through Digital Banking.