

# WECU SYSTEM UPGRADE: How To...

## Troubleshoot eStatement Issues

### Answers to common questions:

**1** How do I find the account I'm looking for?

Accounts and loans are grouped by type - Checking, Loan, Savings, Time, and Visa. Each account will be listed with the **last four digits** of the account or loan number displayed.

Similar account types may have the same last four digits. Click *View Statement* to review your statement and confirm the account number.

*Note, all revolving loans (Visa, HELOC, Timeline, etc.) are currently displaying under the Visa Statement section. We are working to resolve this as quickly as possible.*

#### Savings Statements

Savings Statements - \*\*\*\*\*0100

[View Statement](#)

[View History](#)

[View Notice](#)

Savings Statements - \*\*\*\*\*8599

[View Statement](#)

[View History](#)

[View Notice](#)

**2** What if I get the message, "Awaiting Statement"?

If you see the message "Awaiting Statement," you don't have a statement tied to the account. If you are expecting one, make sure you are looking under your primary statement account - in most cases this is your **Savings** account.

Most Recent Statement for Checking Statements - \*\*\*\*\*0800

Awaiting Statement

**3** What if my screen turns gray?

**Scroll up!** When you click on a link (View Statement, View History, or View Notice), a new window will appear at the top of your page. The rest of the page behind the new window will turn gray.

**4** What if I get a "Session Expired" error when I log in?

If you are using a **Microsoft Edge** or **Internet Explorer** browser, you'll need to add the eStatement URL (<https://ebank.hepsiian.com>) to your Trusted Sites. If you are using **Safari**, you'll need to make sure the Prevent Cross-Site Tracking setting is turned off. Please call us if you need help.

**Expired**

Your session has expired.