

Under the Cash Flow Center, do you have another account number listed that is using the same share ID as the ones you are trying to activate? For example, account number 1234567 **S01** and 7654321 **S01**?

Please follow these instructions to resolve this issue:

Step 1:

- Right click on the S01 attached to the previously activated account number,
- Click "Edit Account"
- Change the account number from "0001" to "S01"
- Click "OK"

(Please repeat these steps on all account numbers using the same share ID)

Step 2:

Now proceed with activating the (new) S01 account. Once the accounts with the same share IDs have been converted and the process is completed, return to the other account numbers share IDs and change them back to the 4-digit account number:

- Right click on the S01 attached to the previously activated account number,
- Click "Edit Account"
- Change the account number from "S01" to "0001"
- Click "OK"

(Please repeat these steps on all account numbers using the same share ID)

Step 3:

Once all of the accounts have been converted and the share IDs is reflecting the 4-digit account number, please conduct another update by clicking on the "One Step Update" icon. If all of your accounts have been converted correctly, the information on the "One Step Update Summary" screen will say this:

Kinecta Federal Credit Union (your account number) – (#) accounts updated successfully
Kinecta Federal Credit Union (the other account number) – (#) accounts updated successfully

(Please keep in mind that if you are attempting to download information from multiple accounts, all account numbers will be listed above