



Frequently Asked Questions

How do I access My Virtual StrongBox?

After signing into online banking within the navigation bar, navigate to 'Member Services', click 'Virtual StrongBox' then 'Go to Virtual StrongBox'.

Note: No secondary password will be required.

What are the system requirements to use My Virtual StrongBox?

To use My Virtual StrongBox, we recommend that you use an up-to-date browser. For example, Microsoft Edge, Google Chrome, or Firefox. Whichever browser you choose, you will need to enable JavaScript, First-party Cookies and Third-party Cookies.

What types of documents can I store in My Virtual StrongBox?

You can store any documents that are important to you personally or professionally (i.e., marriage certificate, copy of will, homeowner's insurance policy, vehicle insurance policy, etc.). Store them in your My Virtual StrongBox as a backup to hard or electronic copies that you have stored in your home, office, or personal computer.

What options are available in the My Virtual StrongBox toolbar?

The My Virtual StrongBox toolbar includes the following options:

- **Dashboard:** Provides an overview of your MVSB profile.
- **Files:** Where your files and folders live.
- **Favorite Folders:** Where your favorite folder(s) live.
- **Share Management:** Provides you with an overview of your file link shares and allow you to edit, delete or navigate to each share.
- **Shared:** Provides you with a listing of your exchanges with your account.
- **Recycle:** Holding bin that allows you to permanently delete files, folders or restore them.
- **My Profile:** Allows you to edit your personal settings and close your account.
- **Buy More Space:** Where you can upgrade your profile and add additional storage.

How do I add files to a folder?

Under Files, click the Upload button, then drag and drop your document on the cloud icon. Or click the cloud icon and choose the file(s) to upload to the current folder.



Drag file(s) here or click to select.
(max: 500MB each)

Once you add your selected files to the upload list, you will be able to view the progression of each file's upload. Upon completion, select the Close button to return to your main My Virtual StrongBox page. You'll see that your files have been added to the folder and your usage meter (bottom left of the screen) has been updated.

Are there limitations in terms of file size or file type for uploading to My Virtual StrongBox?

Yes, files cannot exceed 500MB. For security purposes, My Virtual StrongBox will not accept executable file types (.exe, for instance). File names cannot exceed 100 characters.

How do I view a file that has been uploaded to My Virtual StrongBox?

To view the contents of a file that you have uploaded, click the file. Alternatively, you may highlight the file, then click the Download button and follow the prompts. You will be prompted to open or save the file. If you choose open, the file will display. If you choose to save, the file will be saved to your computer.

Can I create new folders?

Yes. On the left-hand toolbar, select Files then click the New Folder button. You can choose the name of your subfolder and it will be placed in the currently selected main folder.

Can I share files that I've stored in My Virtual StrongBox?

Yes. To share a file or folder, click the three horizontal dots on the right hand of file/folder, select the Share button. A window will open to set up the File Share Link options.

- Share Name: Customize the name of your file share.
- Share Direction: Determine how you would like to share your file/folder.
- Include Subfolders?: Include child folders within this current folder (if they exist).
- Share Link Options: Limit the amount of times a file can be downloaded.
- Expiration Date: Set a date for your file share to expire.
- Note: The default is 1 day; however, you may change the number to be anything from the date picker.
- PIN Code: Add a verification code to access the file share link.

The file share link can be sent to anyone by selecting the Copy Link button (or swipe and copy) and then pasting the URL into an email. To remove an Active Share Link once it has been created, select the Remove Link button.

NOTE: Once a file share link is created it cannot be edited. To adjust options for the active share link, you must remove the current link and generate a new one.

For added protection, you can password protect or encrypt your document before uploading to My Virtual StrongBox. To do this, please consult documentation for the software you are using.

Can the content from one member's StrongBox be transferred to another's?

This function is not available.

How do I purchase more storage?

At any time, you may select Buy More Storage to purchase more storage space. Each member can store up to 10 MB for FREE. Members may purchase additional space as needed. Once the additional storage is purchased, the Usage Meter will update to display the amount and percentage used.

Pricing is as follows:

Storage Amounts:

- \$8.95 – 500MB
- \$23.95 – 2GB
- \$69.95 – 10GB
- \$150.00 – 30GB

Purchase of additional storage is on a yearly subscription basis. All dollar amounts are in United States Dollars ("U.S. Dollars").

How does the charge for additional storage appear on a statement?

The merchant's name will appear as MVSTRONGBOX.

What information is required to purchase additional storage space?

You will need to know how much additional storage you wish to purchase, then you will be prompted to enter your cardholder information.

If the charge is unsuccessful, how am I notified?

Unsuccessful credit/debit card transactions are communicated at the point of the transaction. You will be presented with a message informing you the transaction was not successful.

Once I purchase additional storage space, do I have to continue paying for it?

Yes, if you choose to keep the additional storage. One year from the date of the original purchase, you will get an in-session reminder that gives the option to purchase the additional storage for another year.

Are my files safe in My Virtual StrongBox?

Yes, all files are protected by 256 bit encryption. The Advanced Encryption Standards (AES) specifies a Federal Information Processing Standards approved cryptographic algorithm that can be used to protect electronic data. The AES algorithm is a symmetric block cipher that can encrypt (encipher) and decrypt (decipher) information. For added protection, you can password protect or encrypt your document before uploading to My Virtual StrongBox. To do this, please consult documentation for the software you are using.

How do I Close My Virtual StrongBox profile?

Under the My Profile section, click Close My Account. The option to delete your account will populate below.

Warning: Deleting your account is permanent and cannot be undone. It is advised you download all your files before proceeding.

Who do I contact if I need help with My Virtual StrongBox?

If you need any assistance, contact our Member Solutions Center at 800.442.2800

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800.442.2800 / www.honorcu.com

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