



Instructions on how to enroll in Online Banking can be found by clicking on the link on our sign-in page.

FREQUENTLY ASKED QUESTIONS

Q: *Can I use my member account number for my username?*

A: No. During enrollment, you must create a username to use when logging in to Online Banking. For your privacy and security, you will not be able to use your member account number. Usernames must be between 6 and 20 characters long.

Q: *I did not receive my access code during enrollment. Why?*

A: As part of the enrollment process, you will be sent a temporary access code that must be entered in Online Banking to complete your enrollment. This is an extra security measure to help prevent fraudulent enrollments.

You will be asked to have the access code to be sent to you either by a phone call, an email or by a text message. This code usually takes 15-30 seconds to arrive to you, and should arrive no later than 10 minutes after you request it. The email address and home/cell phone numbers are pulled automatically off of our banking system's records, so **please make sure that you have your current email address and home/cell phone numbers updated with the credit union prior to enrolling in Online Banking.** If you need to make changes, you can update your contact information with the credit union by stopping in to one of our branches.

Q: *Why do I get an access code each time I log in to Online Banking?*

A: Just like the enrollment process, you will be sent a temporary access code that must be entered in Online Banking during the login process. This method of user authentication meets current federal regulations on Internet Banking security.

If you register the computer you are logging in from, you WILL NOT have to have the access code sent to you during the login process. If you DO NOT register the computer, you WILL have to have the access code sent to you. *Please Note: for your security, you should **NOT** register a public computer (i.e. library, Internet café, etc.)*

Q: *Should I register my computer?*

A: Yes. If you are using a computer that you use frequently to log in to Online Banking (i.e. home or work), you should select 'Yes' from the **Remember Computer** question when prompted during the login process of the new Online Banking system. Registered computers will bypass the access code requirement on future login attempts.

For EACH computer that you DO NOT register when logging in, you WILL have the access code sent to you when you log in to Online Banking. So as long as the computer you are using is not a public computer (i.e. library, Internet café, etc.), we suggest registering all computers that you will use to log in to Online Banking.

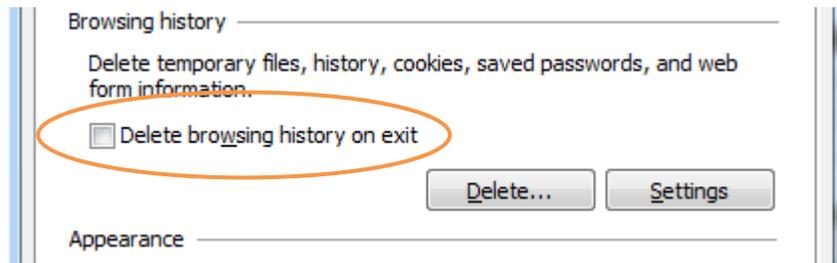
Q: *I did register my computer, but I still have to have an access code sent to me when I log in. Why?*

A: This may be an issue with your computer's web browser and/or settings regarding the handling of third-party cookies. Make sure that your web browser accepts third-party cookies. If you do choose to manually delete files/settings from your web browser, make sure that you do not allow cookies to be deleted. Deleting cookies **WILL** require the access code to be entered in during your next login attempt to Online Banking.

Listed below are steps for commonly-used web browsers to help assure that your computer stays registered.

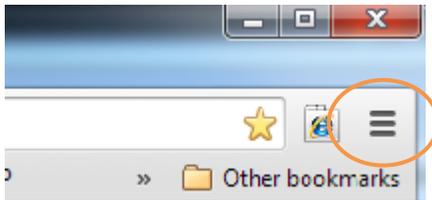
Internet Explorer

- ✓ Follow the path: Start -> Control Panel -> Internet Options
- ✓ On the 'General' tab, make sure the 'Delete browsing history upon exit' option is NOT checked – shown below.



Google Chrome

- ✓ Click the icon in the upper right corner of the browser window that has three lines on it – shown below.



- ✓ Select Settings from the menu. On the page that appears, click the 'show advanced settings' link so that you can see all of the available settings.
- ✓ In the Privacy section, click the Content Settings button – shown below.

Privacy

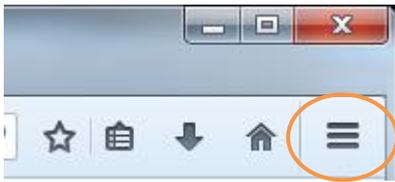


Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

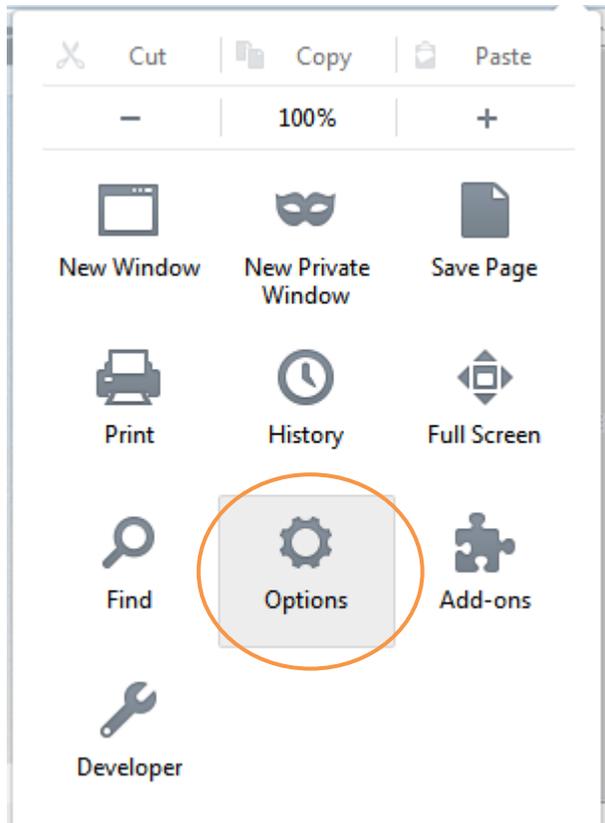
- ✓ In the Cookies section, make sure the 'Allow local data to be set' option is selected.

Mozilla Firefox

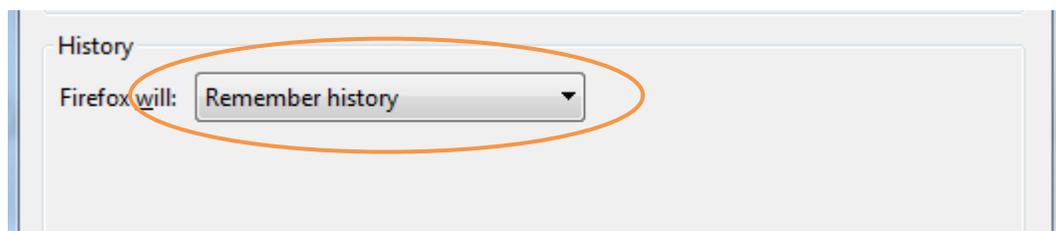
- ✓ Click the icon in the upper right corner of the browser window that has three lines on it – shown below.



- ✓ Click on Options.



- ✓ On the Options window that appears, click the Privacy tab.
- ✓ Make sure the dropdown in the History section is set to 'Remember history' – shown below.



Apple Safari

- ✓ Currently Safari DOES NOT have this feature available, so make sure you register any Apple computer that is using the Safari web browser when logging in to Online Banking.

Other Notes

- ✓ Make sure that your web browser accepts third-party cookies. If you do choose to manually delete files/settings from your web browser, make sure that you do not allow cookies to be deleted. Deleting cookies **WILL** require the passcode to be entered in during your next login to Online Banking.
- ✓ Make sure that your computer is running the most-recent version of the Adobe Flash Player software. This is a free download from Adobe's website.