

New Online Access Setup Instructions



Primary Owner Setup Instructions

First-Time Setup Username

To get set up in the new Online Access you will need your **first-time setup username**. Your **first-time setup username** is made up of the first two letters of your last name and the last six digits of your social security number.

As an example, if your name is John Appleseed and your social security number is 123-45-6789, your **first-time setup username** would be AP456789.

WRITE YOUR FIRST-TIME SETUP USERNAME HERE:

You must capitalize the first two letters of your last name

First two letters of your last name

Last six digits of your social security number

Main Member Number Password

In the new Online Access, you'll use one login to access all of your CU1 accounts. During the setup process you need to enter the existing Online Access password for your **main member number**. Here's how to figure out which one is your **main member number**.

- If you're only listed as the Primary Owner on one member number, that is your **main member number**. Use the existing Online Access password for that member number during the setup process. You can go ahead and skip down to the "Setup Instructions" part now.
- If you're listed as the Primary Owner on more than one CU1 member number, your **main member number** is the one with the highest outstanding loan balance.
- If you don't have any loans at CU1, your **main member number** is the one that has the certificate of deposit (CD) whose maturity date is the furthest out in the future.
- If you don't have any loans or certificates at CU1, your **main member number** is the one with the largest account balance.
- If you need help determining which one is your **main member number**, or if you don't have the Online Access password for it, give us a call or stop by a branch.

Setup Instructions

Now that you've got your first-time setup username and the password for your main member number, let's get you setup in the new Online Access! Here are the steps you will be walked through during the setup process:

1. Enter your **first-time setup username** into the username box below and click **Login**.
2. Enter the existing password for your **main member number** and click **Login**.
3. Create a new **password** for the new Online Access. If your old password meets the new criteria you'll still need to create a new password.
4. Create a new, **unique username**. Once you're done getting setup, this will be the username you use to log into the new Online Access.
5. Choose five new **Security Questions** and **Answers**.
6. Pick a **Confidence Image** (or upload your own) and create an **Image Secret**. You'll know you're logging into your account in the new Online Access when you see the correct **Confidence Image** and **Image Secret**.
7. Confirm your **Email** and **TimeZone**.
8. Choose to **Complete Your Profile**.
9. Choose **Agree** to the terms and conditions of the new Online Access.
10. You're in! Take a moment to look around, and don't forget to setup your **Notifications**.