HOW TO LOG IN FOR THE FIRST TIME

01.

Download the New CCU Mobile App

Visit the App Store or Google Play Store to download the new CCU Mobile.

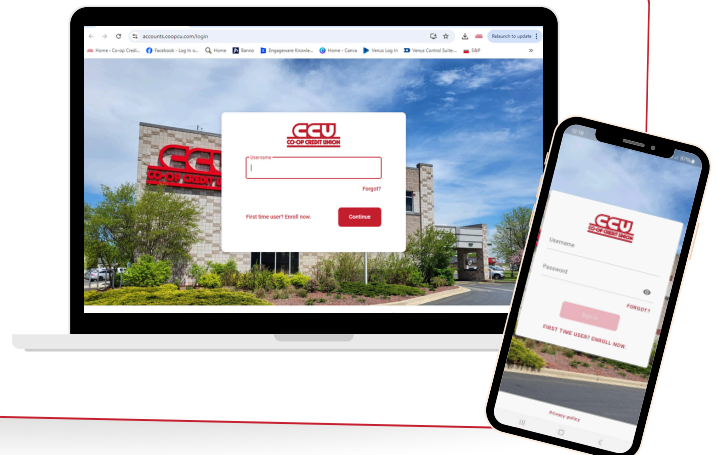*If using CCU Online, skip to Step 2.*

Download the app

02.

Log In

When logging into the new Online and/or Mobile Banking for the first time, enter your current username and password.

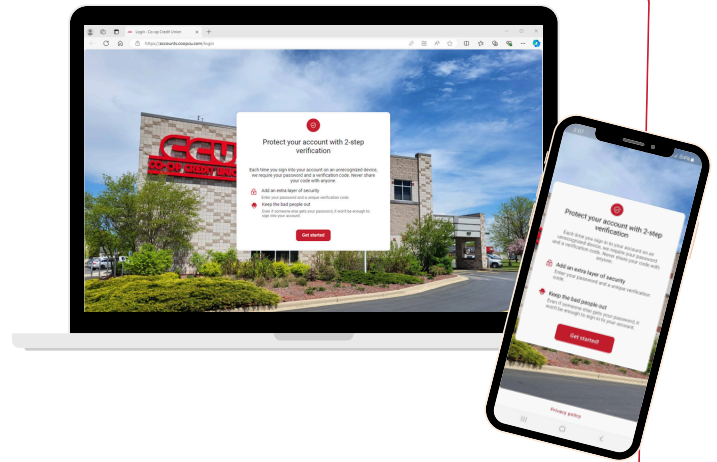*Do not select 'First time user? Enroll now'*

03.

Protect Your Account

Select 'Get Started' to set up a 2-step verification process.

Once complete, when you sign into your account using an unrecognized device, your password and a verification code (sent via SMS Text or Phone Call) will be required.
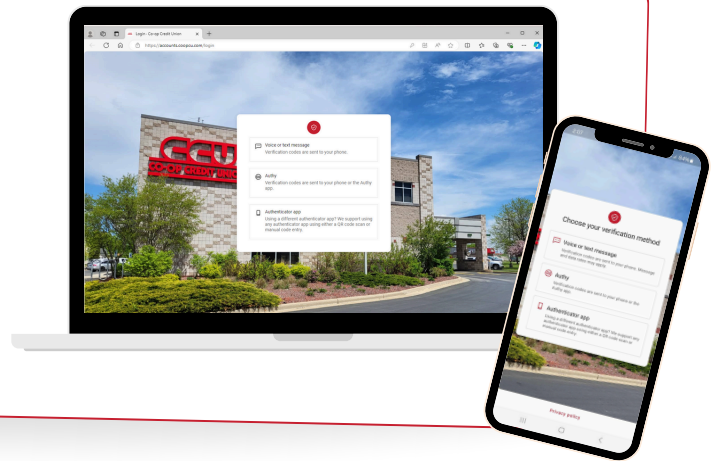

04.

Choose Your Verification Method

Select your preferred verification method.

If using Authy or an Authenticator app as your method of verification, continue with the onscreen prompts and skip to Step 6.

05.

## Text Message or Phone Call Verification

Enter the phone number you have on file with CCU. Select if you want to receive your verification code via text message or phone call. Once you receive the verification code, enter it in. If the code is correct, a confirmation message will appear.
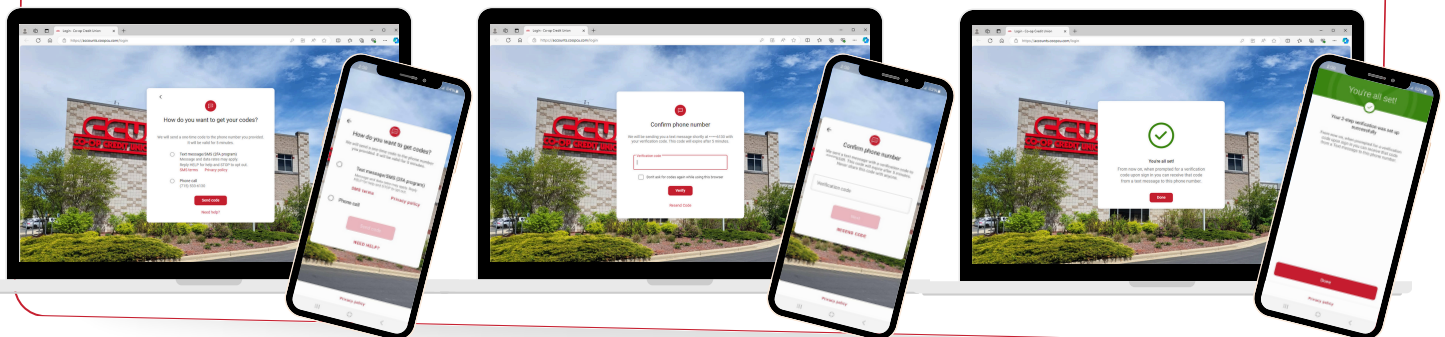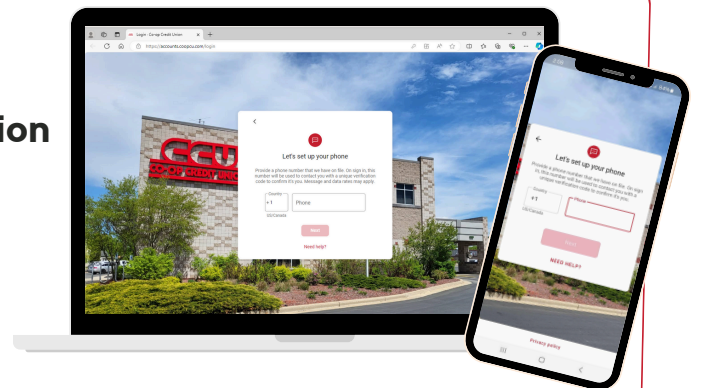
06.

Accept User Agreement

To use CCU Online or Mobile, read and accept the User Agreement.
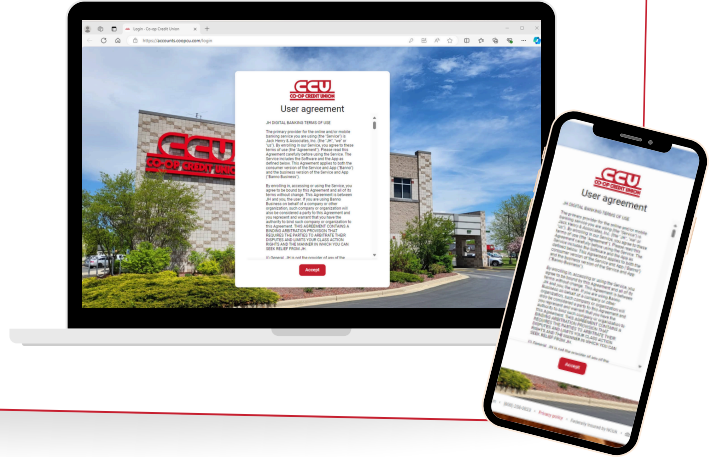
07.

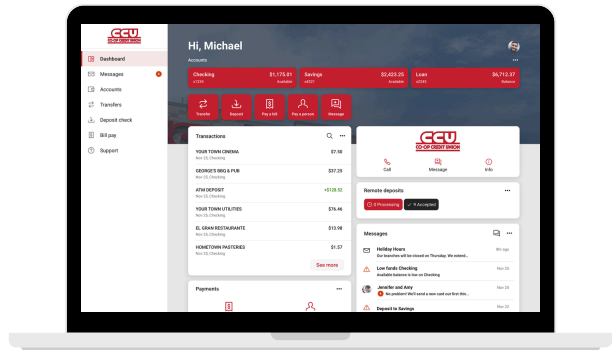## CCU Online - All Set!

If you are logging into CCU Online, you are all set! Enjoy the new platform. If you have any questions, call us at 800-258-0023 or send us a message through Online Banking.

For CCU Mobile, continue to Step 8.

08.

Set and Confirm Your Passcode

For CCU Mobile, you will be asked to create a 4-digit passcode for your device. This will be used instead of your username and password.

09.

Enable Biometrics for Easy Login

If your device is capable, enable Face ID or Fingerprint for fast and easy login.

Once enabled, you will log in using biometrics with the 4-digit passcode serving as a backup in the event the Face ID or Fingerprint does not register.

10.

CCU Mobile - All Set!

If you are logging into CCU Mobile, you are all set! Enjoy the new platform. If you have any questions, call us at 800-258-0023 or send us a message through Mobile Banking.

Please delete the old version of CCU Mobile from your device.