

# Enrollment Instructions

## CMCU Digital Banking and Mobile App

### Follow these instructions to set up a new Digital Banking account.

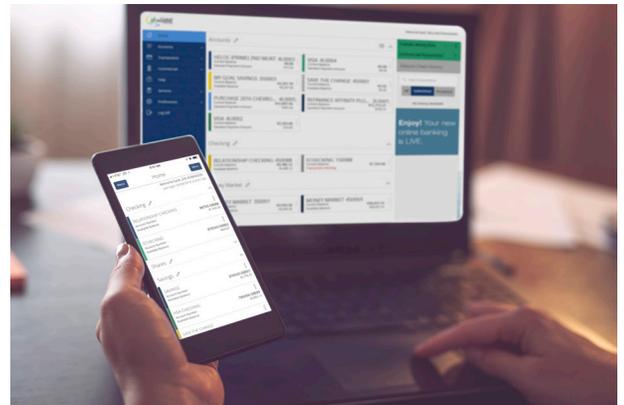
Access your new account through your desktop web browser or the CMCU app on your tablet or mobile device.

1. On the CMCU Digital Banking Enrollment webpage, click the “Enroll Now!” button

**ENROLL NOW!**

2. Enter the required information and click “Submit Enrollment”
3. Click “here” to continue with the login process (this will take you to the login screen)
4. Enter the Username and click “Login.”
5. Then enter the temporary password you just created and click “Login”
6. The next page will include disclosures. Read and then click “I Accept” to move forward
7. Review the online profile and click “Continue.” No changes are allowed on this page, however changes can be made under the Address Change section after you log in
8. Click “OK” on the pop-up message
9. Enter the temporary password you just created in the “Old Password” field. Then create a new password and confirm the new password by typing it once more in that field. Click “Submit” then “OK” to accept the password change on the pop-up message. You will now have access to your account(s) via web browser and mobile app.

You can also start enrollment by downloading the mobile app and clicking “Enroll Now”



**Helpful Tip:** If you’re enrolling on your mobile device with the app, you will be taken to your web browser to complete the account enrollment.

After completing steps 1 through 9, you can return to the mobile app to login with your account you just created.

**View next page for enrollment troubleshooting tips and FAQ’s.**

**For assistance with the setup, contact us at (888) 330-8482**



# Enrollment Troubleshooting

## CMCU Digital Banking and Mobile App

### What is my account number to use?

It is the number that is usually 4-6 digits you were given when you opened your account. You might tell this number to a Teller if you visited a branch.

You can also find your account number if you have a checkbook. Look in the MICR line starting with "81." Remove the "81" and all subsequent zeros until you reach a number other than zero. Also remove the very last number in the MICR line. Take a look at the following photo for an example.

If you do not know your account number, please call us at (888) 330-8482 or visit your local branch.



### I get an error message when I try to enroll.

Make sure the password you are creating has between 8-20 characters, and must contain at least one number, as well as at least one special character. Special characters include: `~!@#\$\$%^&\*()\_+=={|[]:~^;<>?.,\/

If your password meets this criteria, your account may already be enrolled for online banking, please call us at (888) 330-8482 and we would be happy to assist you.

*Tip: Avoid starting your password with a special character*

### I'm having trouble entering the Social Security Number during enrollment.

Do not use dashes or spaces when entering your SSN

You must use the primary account holder's SSN. It will not work if you are a joint member using your SSN.

Business accounts will need to use their EIN or TIN for the SSN field.

### What is a secure access code?

It is a secure digital code that verifies your identity. This code is sent to your phone number on listed on your CMCU account as SMS (otherwise known as text message) or as a phone call.

You will only need to get a secure access code if the device you are logging in with does not recognize you, for example, if you have never logged in from that computer previously. Only check "Register this device" if the computer or device you are using is private.

### What if the phone number for a secure access code is incorrect?

CMCU will need to update the phone number on your account to your current number. Please call us at (888) 330-8482 or stop into your local branch so we can assist you.

### I updated my Digital Banking password, will that also change my password on the mobile app?

Yes, as of May 21, 2019, the internet banking and mobile banking app are merged and are one login. So, if you update your password on one platform, it will update automatically across all devices. (Before May 21, 2019, the internet banking and mobile banking app logins are separate).

### Will I always need to use a security code to log in? If so, will it be the same every time?

For the first time you log in on a computer or device, you will need the security code. It will not be the same code each time and the security code is only valid for 30 minutes. This is known as Multi-Factor Authentication which helps keep your account more secure. It keeps track of the IP address and/or internet provider you have logged into to further increase the security on your account. If you clear the cookies on your browser or select "Do not remember this device" then you will need to use a security code to log into your account the next time.