



## How to Enroll Online Banking

We love seeing your smiling faces, but we also understand your lives are busy and you don't always have time to visit us in a branch. That's why we make accessing your money easy with Online Banking.

Click the ENROLL NOW button and follow these step-by-step instructions.

**\*\*NOTES\*\*** For optimal user experience, enrollment should be completed from a desktop/laptop computer.

Online Enrollment is not available for Business Accounts.

### Step 1:

You will need the following to get started:

- Your account number
- Primary Account Owner's Social Security Number (SSN)
- The email address for the Primary Account Owner that is currently on file with us

Review the instructions displayed, and click

**I Agree**

This screenshot shows the initial enrollment screen. It has a dark green header with the text "Enroll Now in CU Online!" and a help icon. The main content area is white and contains a message: "Thank you for your interest in Online Banking! Before we get started, make sure you have the following items:" followed by a bulleted list: "Your account number", "Primary Account Owner's social security number (SSN)", and "The email address on file with us". Below this, it states: "If your enrollment application is approved, you will receive a confirmation email. You must confirm your identity through a link in this email. You must access this link in a timely manner from the same computer and browser you used to fill out the enrollment application." At the bottom, it says: "By clicking 'I Agree' below, you are acknowledging your enrollment in CU Online for electronic access to your account. If you would rather not complete this enrollment application online, you can call us at 800-331-6268 or come into any branch location." There are two buttons at the bottom: "I Agree" and "I do not Agree".

### Step 2:

Enter your SSN, Account # and email address

Click

**Continue**

This screenshot shows the first page of the enrollment application. It has a dark green header with the text "Enrollment Application (Page 1 of 2)" and a help icon. The main content area is white and contains the text: "Please complete the fields below. The fields marked with an asterisk (\*) are required." Below this, there are three input fields: "\*Primary Account Owner SSN (no dashes)", "\*Account #", and "\*Email we have on file for you". At the bottom right, there are two buttons: "Cancel" and "Continue".

### Step 3:

Complete the required fields:

- First Name
- Last Name
- Date of Birth

Click

**Submit**

This screenshot shows the second page of the enrollment application. It has a dark green header with the text "Enrollment Application (Page 2 of 2)" and a help icon. The main content area is white and contains the text: "Please complete the fields below. The fields marked with an asterisk (\*) are required." Below this, there are several input fields: "\*First Name", "Middle Name", "\*Last Name", "Street Address 1", "Street Address 2", "City", "State" (a dropdown menu), "Zip", and "\*Date of Birth (mmddyyyy)". At the bottom right, there are two buttons: "Cancel" and "Submit".



# How to Enroll Online Banking

## Step 4:

Review the instructions displayed

Click 

### Send Email Verification

When you click the Send Email Verification button below, you will be sent an email to verify your online enrollment.

#### IMPORTANT:

Enrollment will not complete successfully until you click the verification link in the email!

When clicking the link in the email, you must perform that activity from the same computer and web browser you are currently using, and you must click the link within 1 hour from now!

Please click the Send Email Verification button below to continue.



## Step 5:

You will receive a confirmation message indicating Email Verification was sent. Check your Inbox (or Junk Mail) for the Verification Email.

### Email Verification Sent

A verification email has been sent successfully.

Please click the link contained in that email to complete the online enrollment process.

## Step 6:

Click the link in the email to be redirected to your web browser to complete the enrollment. When clicking the link in the email, you must perform that activity from the **same device and web browser** you started the enrollment process from, and it must be within **1 hour** of requesting the email be sent to you.

### Trona Valley FCU Automated Online Enrollment Verification Email

You have received this email as part of the online enrollment process.

To confirm enrollment, you must click the link below from the computer at which you began the enrollment process.

IMPORTANT: Enrollment will not complete successfully unless you click the link below from the computer and web browser at which you began the enrollment process, within 1 hour from the time this confirmation email was sent to you!

Please click the link below to continue:

<https://www2.netteller.com/cm/2008/Authentication/Views/OnlineEnrollmentEmailConfirm.aspx?confirm=e62e6d5656634c10866c7ff3028fa5fe>

Thank You,  
Trona Valley FCU  
Date:3/12/2019 12:54:38 PM

## Step 7:

Enter a unique username for your CU Online ID

- Must be between 8 and 12 characters
- Must start with a letter
- May contain numbers
- Must not contain special characters

Click 

### Online Enrollment Settings

To complete your online enrollment, please select your Login Username.

Select User Name

**CU Online ID Rules**  
Must enter a unique CU Online ID  
Must be between 8 and 12 characters  
Must start with a letter  
May contain numbers  
Must not contain special characters



Click 

Login

Thank you for enrolling in CU Online! ?

Your enrollment for Online Banking is complete! You may now log in with the CU Online ID you just created and the temporary password provided below.

The password is cAsE sensitive and must be entered *exactly* as displayed below, including all numbers, letters or special characters. After entering the password correctly, you will be required to change the password.

CU Online User Name:

donaldduck

**Temporary Password:**

7ZHOam

Print

Login

[Return to Trona Valley Homepage](#)

You will be directed to the Online Agreement.  
After reading the Online Agreement,

Click ☒ I Agree



☐ I Agree

Then click

Accept

### Online Agreement

Please read and agree to the Online Agreement terms and conditions by selecting the "I Agree" check box.

Online Agreement:

## Trona Valley FCU Online &amp; eSign Agreement

This disclosure is required by the Federal Electronic Signature in Global and National Commerce Act (eSign), Electronic Funds Transfers Act, and Regulation E. Acceptance of this disclosure is necessary to use any service allowing electronic access to your account information at Trona Valley Federal Credit Union. Acceptance is consented by clicking "I Agree" at the bottom of the disclosure.

### Electronic Delivery of Disclosures and Notices

**Electronic Delivery of Disclosures and Notices**

You are consenting to receive disclosures, notices, terms and conditions, and other documents electronically without an additional paper copy unless specifically requested. You may withdraw your consent at any time by contacting the credit union by phone: (800) 331-6268, or coming into one of our office locations and speaking with an MSR. In order to use CU Online, Billpay, or other electronic access services provided by Trona Valley FCU, you must consent to receive electronic disclosures, notices, terms and conditions and other documents electronically. Remove your consent will also terminate your enrollment with CU Online. Billpay.

☒ I Agree

Print

Decline

Accept

Enter the Temporary Password provided in Step 8. Enter your new password, and then reenter your new password.

- Must be between 8 and 20 characters
- May contain ? " # \$ % & ( ) + , \ / : ? { } ' ' \* \*
- Must contain at least 2 numeric characters
- Must contain at least 1 special character
- Cannot match or include your CU Online ID (username)

Click

Continue

Change NetTeller Password ?

For added security, be sure to change your password on a regular basis.

Change your CU Online Password (required):

Enter your current Password \*

Enter your new Password \*

Reenter your new Password \*

### Password Rules

Must be between 8 and 20 characters in length  
May contain: "[!#\$%&()\*+,-./:;?@^\_`{|}~]"  
Must contain at least 2 numeric characters  
Must contain at least 1 special character  
Cannot match or include your CU Online ID

Continue



## How to Enroll *Online Banking*

### Step 11:

Enter/Update your Email Address.

Enter a Password Reset Question and Answer. This Question and Answer will be used to verify your identity when utilizing the self-service Reset Password link.

Click

Submit

#### Personal Information

##### Enter/Update Email Address, Password Reset Question & Answer

Email address on file:

The question and answer fields below are used to prompt you when you need to reset your password.

Password Reset Question:

Password Reset Answer:

Submit

Your Online Banking Enrollment is now complete!

Now you can:

- Obtain real-time account information
- Make transfers between accounts
- Make loan payments
- Apply for a loan
- Download transactions in these formats:  
Quicken (QFX), Intuit Quickbooks (QBO), Open Financial Exchange (OFX), Personal Finance (QIF), Spreadsheet (CSV), Word Processing (TXT)

If you have Questions, Comments, or Concerns,  
Please call us at 800-331-6268