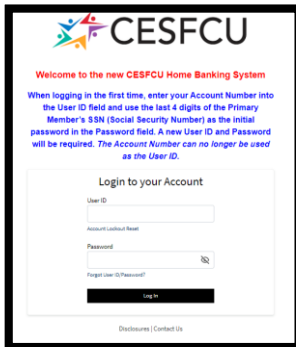


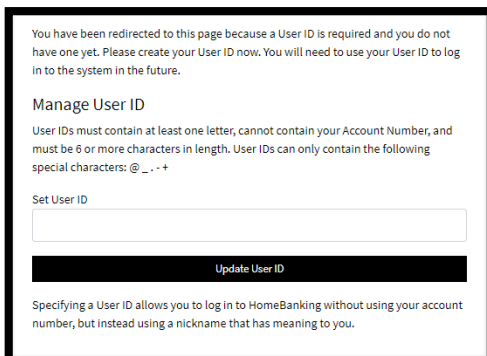
## CESFCU Online/Mobile Banking

### Enrolling for the first time

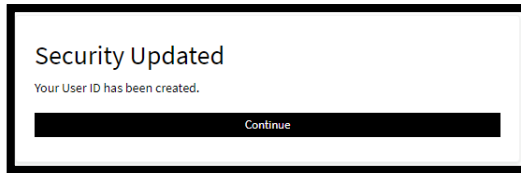
1. Login to Online Banking
  - a. Enter User ID using your Account Number
  - b. Password using the Last 4 digits of the Primary Member's Social Security Number
  - c. Then click the Log In button



2. You will be required to review and accept the CESFCU Online and Mobile Banking Agreement and Disclosure by scrolling to the bottom and click on the 'I acknowledge and accept these Terms and Conditions'.
3. You will then be prompted to change your User ID because for security reasons, *you cannot use your Account Number as any part of your User ID*. The new User ID must be at least 6 characters long and contain at least 1 letter. Here is a list of the special characters allowed will be the 'at', 'underscore', 'period', 'minus sign', or 'plus sign' symbols: @ \_ . - +
  - a. In the Set User ID box, type in the User ID that you will be utilizing to access CESFCU's Online Banking Service
  - b. Click the Update User ID button

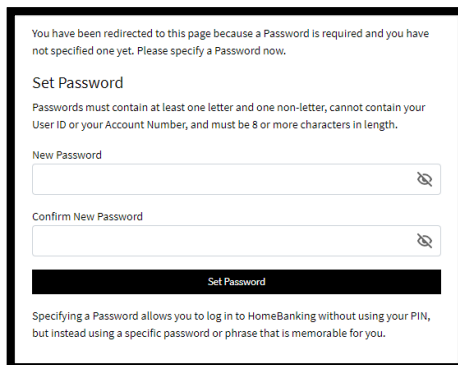


4. The Security Updated: Your User ID has been created box will be displayed



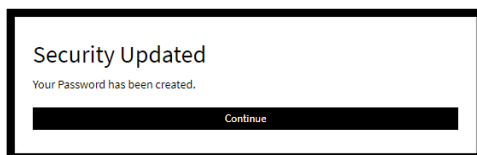
A screenshot of a web page titled "Security Updated". Below the title, it says "Your User ID has been created." At the bottom of the page is a black button with the word "Continue" in white text.

5. Click the Continue button
6. You will create your password next. In the Set Password section, you will create a New Password and then Confirm New Password. Passwords must be at least 8 characters with at least 1 letter and at least 1 non-letter (numbers or special characters). *Your Password cannot contain your User ID or your Account Number.* Click the Set Password button



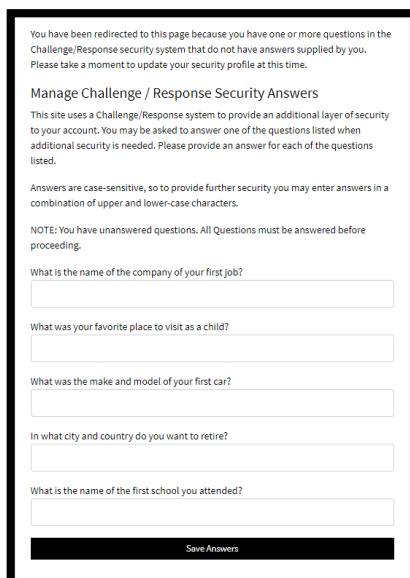
A screenshot of a web page titled "Set Password". It contains instructions: "You have been redirected to this page because a Password is required and you have not specified one yet. Please specify a Password now." and "Passwords must contain at least one letter and one non-letter, cannot contain your User ID or your Account Number, and must be 8 or more characters in length." There are two input fields: "New Password" and "Confirm New Password", each with a password icon on the right. Below the fields is a black button labeled "Set Password". At the bottom, a note states: "Specifying a Password allows you to log in to HomeBanking without using your PIN, but instead using a specific password or phrase that is memorable for you."

7. The Security Updated: Your Password has been created box will be displayed



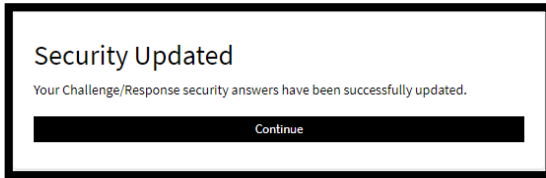
A screenshot of a web page titled "Security Updated". Below the title, it says "Your Password has been created." At the bottom of the page is a black button with the word "Continue" in white text.

8. Click the Continue button
9. Next, you are required to answer the 5 Challenge Questions and click the Save Answers button



A screenshot of a web page titled "Manage Challenge / Response Security Answers". It contains instructions: "This site uses a Challenge/Response system to provide an additional layer of security to your account. You may be asked to answer one of the questions listed when additional security is needed. Please provide an answer for each of the questions listed." and "Answers are case-sensitive, so to provide further security you may enter answers in a combination of upper and lower-case characters." A note states: "NOTE: You have unanswered questions. All Questions must be answered before proceeding." There are five input fields for the following questions: "What is the name of the company of your first job?", "What was your favorite place to visit as a child?", "What was the make and model of your first car?", "In what city and country do you want to retire?", and "What is the name of the first school you attended?". At the bottom is a black button labeled "Save Answers".

10. The Security Updated: Your Challenge/Response security answers have been successfully updated



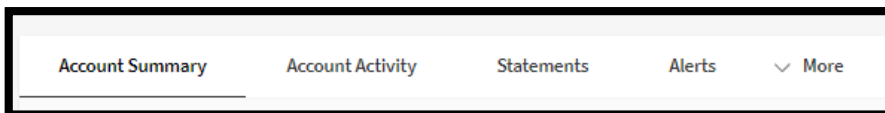
11. Click the Continue button

12. You should now see your CESFCU accounts

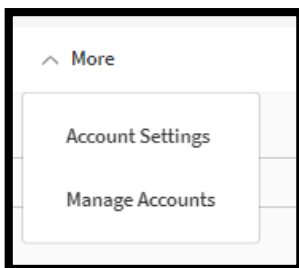
## **Adding/Setting up Mobile App**

1. Log into Home Banking

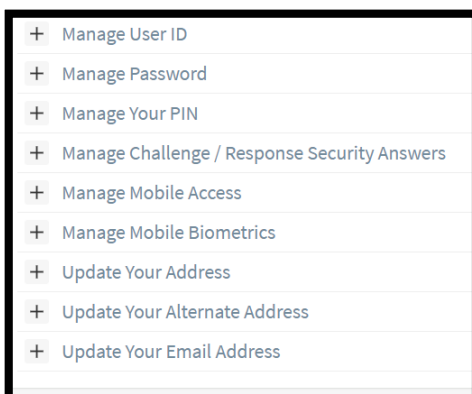
2. On the My Account Page > Select the More option



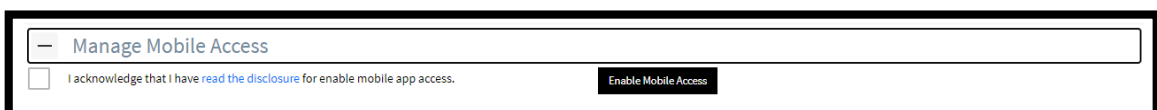
3. Select Account Settings from the Options under More



4. Find Manage Mobile Access from the list, Click the Manage Mobile Access line



5. Acknowledge the disclosures and click the Enable Mobile Access



6. Download the CESFCU Mobile Banking App



7. Once the App is downloaded, login using your Online Banking username and password

**Biometrics**

1. If you have a Smart Device and use the Biometric feature, you will need to first log into the Mobile App
2. Select the 3 horizontal bars at the top
3. For an iPhone: Select Fingerprint Setup from the list
  - a. Click the Setup New Authentication
  - b. Create a Device Name
  - c. Click Save
  - d. Follow the prompts to setup a fingerprint or face ID