

NEW WEBSITE FEATURES

ENHANCED SECURITY WITH SITE KEY

Site Key Security Benefits

A **site key** is a combination of an image and text that you setup on the website. It verifies for you that you are logging into the correct site. When you see your site key you know that you are on the valid online access website. In addition to you, we are the only ones who know your site key. As an added level of security you know you are entering your password into a trusted and secure site. This helps to prevent 'phishing' attacks where hackers try to trick you into revealing personal information like passwords or social security numbers.

HOW DOES IT WORKS?

After you enter your username, we verify your computer's unique profile. If we do not recognize your computer, you will be asked to answer your secret question, you will then see your Site Key and enter your password. Your Site Key proves our identity to you. Your Site Key is a piece of information that only you and your credit union know.

FIRST TIME SETUP ACCESSING YOUR ACCOUNT

STEP 1

ENTER YOUR USERNAME

SIGN IN

Enter your username and click Sign In

You will enter your password on a different screen. For additional security, the screen will be paused while we identify your computer.

WHAT ARE THE LAST 4 DIGITS OF NUMBER?

SUBMIT

STEP 2

You will now be asked to answer your secret question

If you have not previously set up your secret question, you will be asked to verify specific information about the account you are attempting to gain access to. Enter the answer and click **Submit**.

STEP 3

ENTER PASSWORD

CONTINUE

Enter your password and click Continue

You will now be directed to the screen where you will select your personal Site Key.

Scroll through the images displayed and choose your site key.

Be sure to choose an image that you will easily remember. This is our proof to you that you are accessing your credit union's online access website. Enter a title for your image, click **Update**.

STEP 4

LOGGING INTO YOUR ACCOUNT

1

Enter your username and click **Sign In**. You will enter your password on a different screen. During the brief pause, we are verifying the unique identity of your computer.

2

If we are unable to verify your computer you will be asked to answer your secret question. After correctly answering your secret question you will be directed to the next screen

3

Verify your Site Key and enter your password. Click **Continue** to enter your account and begin using the online account access services.

CHANGING YOUR SECRET QUESTION

1

Log into your account and select **Self Service** from the menu. In the drop down click on **Preferences** and select the **Login** tab.

SELF SERVICE PREFERENCES LOGIN

2

Your current secret question and current answer will display. You will type in what you would like your New Question to be and the New Answer and click **Update**.

NEW QUESTION
NEW ANSWER
UPDATE