# New Online Banking Instructions – April 2024
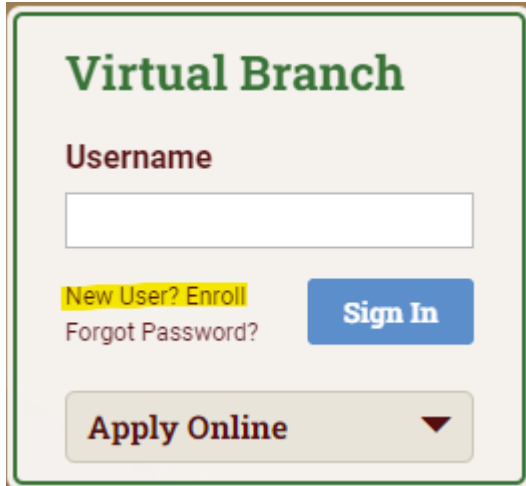
1. Visit our website: www.cecuonline.org
2. Click on the "New User? Enroll" link.



3. Complete the identity verification information below. The social security number entered needs to match the primary tax ID on the account. (Joint owner social security numbers will not allow you to proceed.) Your 5-digit account number is acceptable. Capitalization is not is needed for the email address. You can enter any phone number associated with the account (home, work or mobile).



4. Multi-factor authentication is now required. Click Get Started.

## Protect your account with 2-step verification

Each time you sign into your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone.

🔒 **Add an extra layer of security**
Enter your password and a unique verification code.

🕵 **Keep the bad people out**
Even if someone else gets your password, it won't be enough to sign into your account.

**Get started**

5. Enter a phone number to receive multi-factor authentication codes. The code can be sent via phone call or text message.



## Let's set up your phone

Provide a phone number that we have on file. On sign in, this number will be used to contact you with a unique verification code to confirm it's you. Message and data rates may apply.

Country
+1

Phone

US/Canada

**Next**

Need help?

6. Choose how you wan to receive your code.

**How do you want to get your codes?**

We will send a one-time code to the phone number you provided. It will be valid for 5 minutes.

○ Text message/SMS (2FA program)
  Message and data rates may apply.
  Reply HELP for help and STOP to opt out.
  SMS terms      Privacy policy

○ Phone call
  ⬚⬚⬚⬚⬚⬚⬚⬚⬚

**Send code**

Need help?

7. You will receive a message similar to below.

Conservation Employees Credit Union security code: ⬚⬚⬚⬚⬚⬚
We will never ask for this code - don't share it.

2aEKcuvIldn
@accounts.cecuonline.org # ⬚⬚⬚⬚⬚⬚

8. Confirm the code you received.

**Confirm phone number**

We will be sending you a text message shortly at ·····⬚⬚⬚⬚ with your verification code. This code will expire after 5 minutes.

| Verification code |
|---|

**Verify**

Resend Code

9. Click Done.

**You're all set!**

From now on, when prompted for a verification code upon sign in you can receive that code from a text message to this phone number.

Done

10. Read and accept the End User License Agreement.

## End User License agreement (EULA)

JH DIGITAL BANKING TERMS OF USE

The primary provider for the online and/or mobile banking service you are using (the "Service") is Jack Henry & Associates, Inc. (the "JH", "we" or "us"). By enrolling in our Service, you agree to these terms of use (the "Agreement"). Please read this Agreement carefully before using the Service. The Service includes the Software and the App as defined below. This Agreement applies to both the consumer version of the Service and App ("Banno") and the business version of the Service and App ("Banno Business").

By enrolling in, accessing or using the Service, you agree to be bound by this Agreement and all of its terms without change. This Agreement is between JH and you, the user. If you are using Banno Business on behalf of a company or other organization, such company or organization will also be considered a party to this Agreement and you represent and warrant that you have the authority to bind such company or organization to this Agreement. THIS AGREEMENT CONTAINS A BINDING ARBITRATION PROVISION THAT REQUIRES THE PARTIES TO ARBITRATE THEIR DISPUTES AND LIMITS YOUR CLASS ACTION RIGHTS AND THE MANNER IN WHICH YOU CAN SEEK RELIEF FROM JH.

(i) General. JH is not the provider of any of the financial services available to you through the Service and JH is not responsible for any of the materials, information, products or services made available to you through the Service. You acknowledge and agree that JH is the owner of all right, title and interest in the online and/or mobile technology solution made available to you in the Service, including but not limited to any downloaded software and the computer programs contained in the Service, as well as any
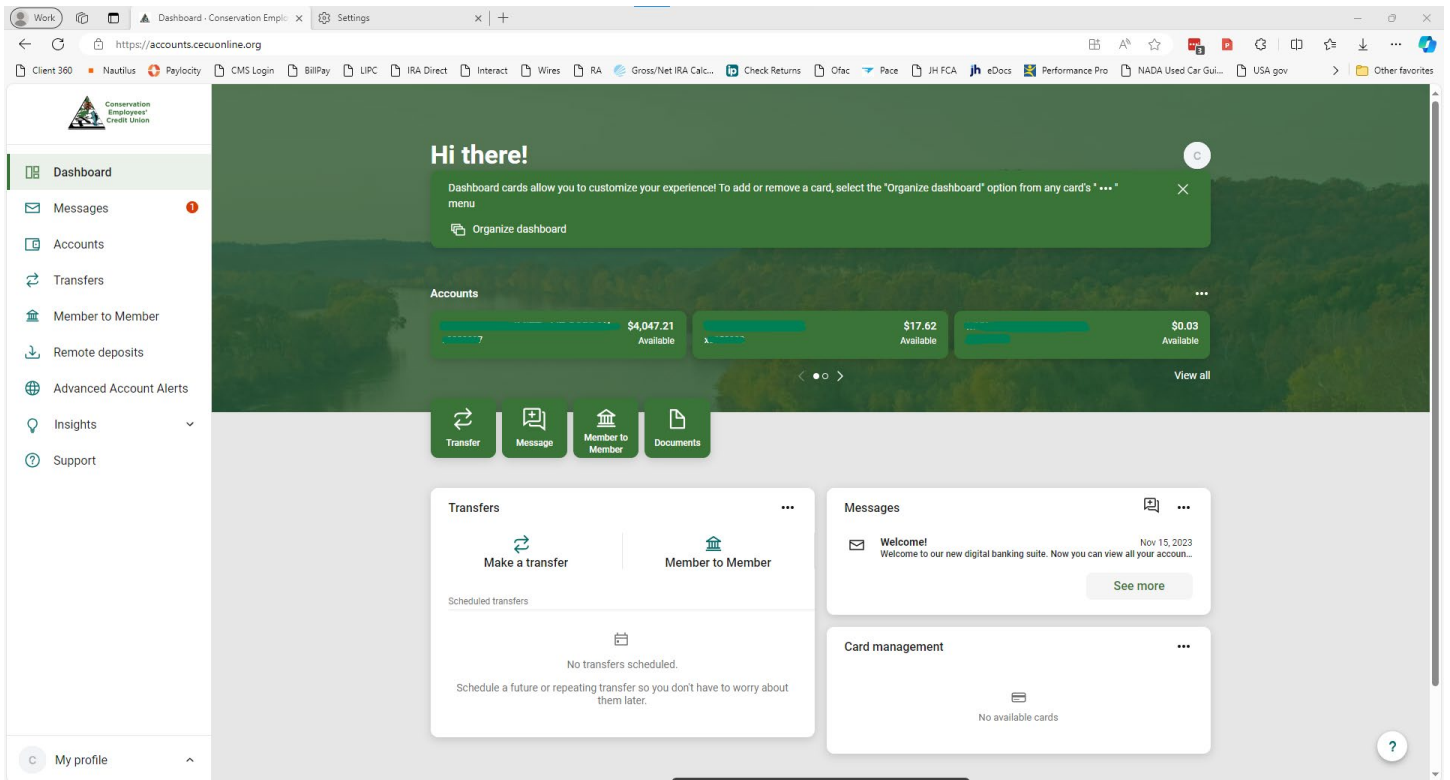
Accept

11. Create your credentials.
    a.  Username must be between 8-15 characters.
    b.  Password must be between 8-20 characters. Special characters and numbers are not required. Allowed special characters are: !"#$%&(*)+,-/;⇔?[\]^_'{|}

**Conservation Employees' Credit Union**

## Create credentials

Username

Password

Confirm password

Next

12. Congratulations! You have been successfully enrolled in our new online service.

Important Links:

iOS (Apple) Mobile App: https://apps.apple.com/us/app/cecu/id6475426950
Google (Android) Mobile App: https://play.google.com/store/apps/details?id=org.cecuonline.grip