OnLine Banking Instructions

Important things to remember during this process
-Passwords and Security Questions are case sensitive.
Passwords must contain at least 6 digits & contain at least one alpha character and one number
(Example: summer12)
- You will need to keep **both** your email **and** LCU home page open (toggle between the two)
- You have 20 minutes to complete this process before the 2 temporary codes expire

- First go to our homepage. www.mylcu.org
- On the top right side of the page look for the **"OnLine Banking login**" box. Enter your **account number--**which is your Member ID#--- and then hit "**Reset Password**"
- A new page will appear, entitled "**Email Temporary Password**". On this page you will be asked to **enter your Member ID#**.   **Select Continue**
- On the next page **select the appropriate choice for your email**. Please note that your actual email address will not appear here, only the title that we have given it at the Credit Union. Examples include (Home, Work, etc.) **Select Continue**. *(A Security code will now be sent to your email address)*
- Minimize the LCU website and open your email. *__Do not__* close out the LCU website page! You will receive an email from "**flexteller**" with the **Security Code**. Open this email. The Security Code you see needs to be entered into the box provided on the LCU website page. This can be done 3 different ways: Perform a "copy and paste" function, perform a "cut and paste" function, or write the code down and manually type the code **EXACTLY** as you see it in the e-mail into the box provided on the LCU website page.   **Select "Continue**."
- On the next page provided, **Select "Complete**". You will then be navigated back to the LCU website homepage.
- Minimize the LCU home page **and return to your email account** for a second e-mail from "**flexteller**" which contains a **Temporary Password.** Follow the same procedure as you did above by either performing a copy/paste, cut/paste or manually typing EXACTLY the **Temporary Password** into the LCU homepage **Password Box**. Enter your account number **(Member ID#)** and then **select "Login."**

  ➢ **OPTION 1** **If you are only resetting your password you will be prompted to answer one of your previously set up security questions. Once this is complete and you select **"Continue," t**he next page will ask you to enter your **"current password**" (which is the **Temporary Password** from the **second e-mail**). You can either paste the temporary password into the password box or manually enter it EXACTLY as it was in your **second e-mail**. Then, enter the new password that you wish to use. Lastly, accurately verify the same new password that you just created. **Select Continue**. This should bring you to your OnLine banking screen and your account information.

  ➢ **OPTION 2** **If you are signing up for the first time, or resetting both your password and the security questions, after you enter your account number and temporary password (from second e-mail) you will be prompted with the Security Enrollment Page. Select, "**Yes. Enhance My Security**." Your next step will be to fill out the Security Settings Page. You should not have to change anything in the email address section. If you have changes, you will need to make these with LCU directly. You will then scroll down, **select a security image, and answer three random security questions**. You will be prompted with these questions in the future when logging in so write down the answers in a secure place. Remember, these answers are case sensitive. **Select Confirm**. This will take you back to the LCU homepage. **Enter your account number** in the box and then the **Temporary Password** you received in your second email into the password box. **Select Login**. **Answer the Security Question and click "Continue."** The next page will ask you to enter your **"current password**" (which is the **Temporary Password** from the **second e-mail**), then enter the new password you wish to use and then verify that same new password that you just created. **Select Continue**. This should bring you to your OnLine Banking screen.