

Why do I have to update my login?

We are instituting a more secure method for logging into Online Banking. This enhanced security system verifies member identity by requiring multiple credentials. It creates layers of security to increase the confidence that the person requesting access is actually the member they claim to be. Our system not only requires a username and password, but an additional code transmitted via text, voice message, or email to verify identity.

You'll need only one of these to get started:



Smartphone



Email



Telephone

Update Your Username

If your Username is not compliant, you will automatically be required to update it.

Steps:

1. Navigate to www.ccfcu.coop.
2. In the Online Banking box, enter your username and click the "Login" button.
3. Enter your existing Username and Password and click the "Next" button.
4. Pick your delivery method, either text, voice message, or email, then click the "Next" button.
5. Check your phone or email account for an incoming Access Code.
6. Enter the Access Code.
7. Enter your new Username using the on-screen guide for complexity and click the "Next" button.
8. Your Username is now reset, and you are logged into Online Banking.

Retrieve Your Username

Forget your Username? You can securely retrieve your Username in seconds.

Steps:

1. Navigate to www.ccfcu.coop.
2. Click "Forgot Username" under the Online Banking Login.
3. Enter your SSN, date of birth, account number, email address, and phone number.
4. Confirm your email address.
5. Click the "Next" button. The login screen will reload.
6. Check your email account for your Username.
7. Log in with your retrieved Username.

Reset Your Password

Hint: To make your password stronger, include symbols like ! ? \$ % ^ &.

Steps:

1. Navigate to www.ccfcu.coop.
2. Click "Forgot Password".
3. Enter your SSN, date of birth, account number, email address, and phone number.
4. Pick your delivery method either text, voice message or email and click the "Next" button.
5. Check your phone or email account for the incoming Access Code.
6. Enter the Access Code.
7. Enter your new Password twice using the on-screen guide for complexity and click the "Next" button.
8. Your Password is now reset and you are logged in.

Why do I have to update my login?

We are instituting a more secure method for logging into Online Banking. This enhanced security system verifies member identity by requiring multiple credentials. It creates layers of security to increase the confidence that the person requesting access is actually the member they claim to be. Our system not only requires a username and password, but an additional code transmitted via text, voice message, or email to verify identity.

You'll need only one of these to get started:



Smartphone



Email



Telephone

Username Requirements

If your Username is not compliant, you will automatically be required to update it.

Requirements:

Must Contain: (Usernames are not case sensitive)

- Must be at least 5 characters long
- Must contain 1 number and 1 letter

Cannot Contain:

- Cannot contain spaces, less than symbols (<), nor apostrophes (')
- Cannot contain your account number(s)

Password Requirements

If your Password is not compliant, you will automatically be required to update it.

Requirements:

Must Contain: (Passwords are case sensitive)

- Must be at least 8 characters and not longer than 30 characters
- Must contain 1 number and 1 letter
- Must contain 1 uppercase and 1 lowercase letter

Cannot Contain:

- Cannot contain spaces, less than symbols (<), nor apostrophes (')
- Cannot contain your account number(s)

Hint:

- To make your password stronger, include symbols like ! ? \$ % ^ &

Web Banking FAQ

1. I was enrolled before you changed your system. Did my username and password change?

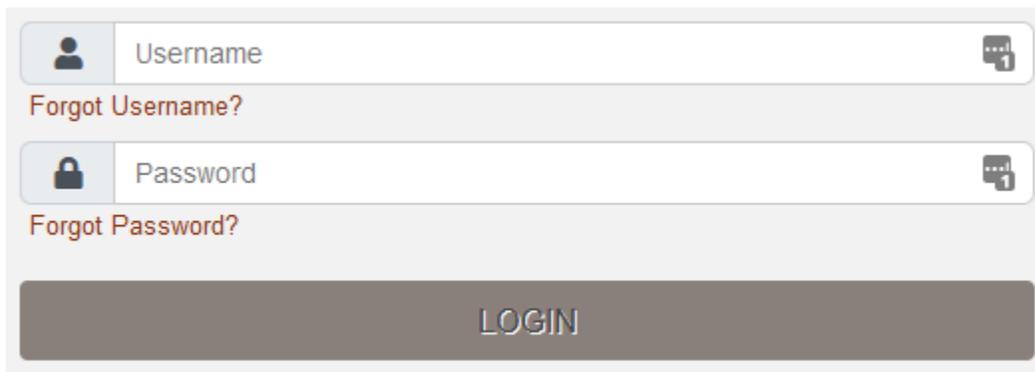
No, your username and password will remain the same as it did prior to our conversion. (as long as the username and password meet the new requirements) However, if your username or password is not working, you can reset those using the “Forgot username” or “Forgot password” features, or you can call us during business hours.

2. I saved my username and password for your old system in my computer. Can I use the saved information for the new system?

No, you will need to enter your username and password as if you are using the system for the first time. Because of the change, your computer will not recognize the new website and will not auto-populate your old username and password. The same is true if you use software to manage your username and passwords.

3. I have entered my information, but the page does not seem to be going anywhere. Why is this happening?

Depending on what screen you are on, you must input the requested information before you can move on. For example, on the initial log-in page, the “Login” button is deactivated until you enter your username and password, as shown below:



The image shows a login form with two input fields and a button. The first field is labeled 'Username' and has a 'Forgot Username?' link below it. The second field is labeled 'Password' and has a 'Forgot Password?' link below it. Both fields have a small icon of a speech bubble with a '1' next to it. Below the fields is a large, dark grey button labeled 'LOGIN'. The button is currently inactive, appearing as a lighter grey color.

Only after completing both fields will the button become active, turning a darker color:

A screenshot of a login form. The first input field contains the text 'test123' and has a user icon on the left and a help icon on the right. Below it is a link that says 'Forgot Username?'. The second input field is a password field with a lock icon on the left and a help icon on the right. Below it is a link that says 'Forgot Password?'. At the bottom of the form is a large, dark brown button with the word 'LOGIN' in white capital letters.

Once the link is bold, the link is active and you will be able to proceed, assuming what you entered the different fields is correct.

4. I am not having luck entering my information. What field is causing the issue?

When completing the fields, the system intuitively tells you which fields need to be addressed before you can continue. Using the main login page as an example, if you have entered a partial password, a red box will highlight the icon next to the password field:

A screenshot of a login form, similar to the one above. The first input field contains 'test123' and has a user icon on the left and a help icon on the right. Below it is a link that says 'Forgot Username?'. The second input field is a password field with a lock icon on the left and a help icon on the right. A red rectangular box highlights the lock icon. Below it is a link that says 'Forgot Password?'. The 'LOGIN' button is not visible in this screenshot.

You will want to resolve any fields with red outlines before proceeding.

5. When I receive the access code, where do I locate the number I should use?

If you receive the code via email, you will see a 7-digit temporary access code within the body of the message.

If you receive the code via phone call, you will be given a 7-digit by an automated voice system.

If you receive the code via text, you will receive a text message with a 7-digit code contained within the body. Please note with the text message that the message will be sent by a 5-digit sender code, but that number is not the access code needed.

6. How many attempts do I have to access my account before I am locked out?

You will have up to 5 attempts to enter your information before the system will lock you out. Once you are locked out, you will need to contact the credit union to unlock you. If you are having issues with your username or password, our suggestion would be to walk through resetting your credentials before you are locked out.

7. I have never used your online banking system before. Can I enroll myself or do I need to call the credit union?

If you are the primary owner on your account, meaning the account is listed under your social security number, you can enroll yourself through the “Not Enrolled? Sign Up Now” link. If you are the primary owner of multiple member numbers, you can use any of these numbers to enroll. However, to view all your accounts, you will need to call us to set that up for you.

If you are only a joint owner on an account, you must call us to enroll for the online banking.

8. I primarily use your online banking on my phone. What will change for me going forward?

You will still be able to use your phone to access our online banking platform. The login process has changed to match what you would see if you used a laptop or desktop, but the ability to view your accounts, make transfers, etc. remains the same and will format to fit your mobile device.