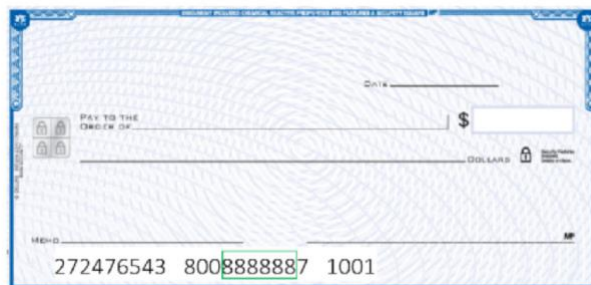


## What information do I need to enroll in new Online Banking?

- **Personal Accounts** - You will be asked to enter the last four digits of your social security number, EMUCU account number, birthdate, first name, and last name.
- **Business Accounts**- On the enrollment screen, select yes to the question, **“Are you enrolling a business account?”**
  - What information do I need to enroll as the individual on the business account?
    - The last four digits of your social security number.
    - Account number.
- **Specialty Accounts** – You will need enroll your personal account first to gain access to any specialty accounts. You will have one log in for all your EMUCU accounts, with the exception of any business accounts. If you are unable to access your specialty account after enrolling your personal, please contact us for assistance.

## My account number is required for enrollment. Where can I find my account number?

- You can reference your *Electronic (ACH) Transactions Important Information Page*. This document would have been received at the time the account was open.
- If you have an EMUCU checkbook, you can identify your account number from the numbers at the bottom on the face of a check.



↓

### “Account Number” for Online Banking enrollment

- Based on the number of zeros in your full 10 digit account number, your account number for enrollment may be a different length. See the examples below to determine how to identify.
- 800888887
- 800088887
- 800008887
- 800000887
- 8000000887

- If you have filed away loan paperwork for your records you may also find the account number with loan contracts and other supporting documentation. Note you will only use the numbers before the dash (-) See the example below:
  - Account Number: 888888 -01
- If you are unable to locate your account number using any of these methods, please visit our “Contact Us” page [here](#).
  - Members will need to contact EMUCU to get their account number if they were never provided the ACHMICR sheet or no longer have it.

### **Will my previous username and password work?**

- You may attempt to enroll with a previously selected username. However, if this username is not available at the time of enrollment, you will be asked to create a new username.
- You may use your previous password if you choose.

### **Will my current online security phrases be transferred over to the new Online Banking?**

- You will be asked to enter your security phrase information upon enrollment.
- You will also be asked to select a security image, however, you will have the option to choose from the same image selection previously used.

### **Where do I go to enroll?**

- You can enroll through EMUCU.org via the homepage, or navigate directly to the Online Banking page from the homepage. Simply click the “Enroll” button.

### **What are the requirements for my username?**

- Your username must be between six and 20 characters long, containing only letters and numbers. Special characters are not allowed.

**What are the requirements for my password?**

- Your password must be between eight and 20 characters long, must contain capital and lowercase characters, and at least one number. Special characters are allowed.

**Will all of my settings get transferred over?**

- Any previously selected alerts or notifications will have to be set up again, after enrolling in new Online Banking.
- Bill Pay preferences that were previously set up will be transferred over automatically.

**Do I have to enroll in new Online Banking?**

- To provide you with the best possible service, EMUCU will be converting to this exciting new online platform! All members will need to enroll in the new Online Banking.

**Do I have to enroll all of my accounts?**

- No. All personal accounts will be aggregated by your social security number.

**Will I be able to access the previously used online or mobile banking platforms?**

- The previously used online banking platform will not be valid for member use. You may also have to update the EMUCU Mobile App to the most recent version through your phone's app store.