

CU OnLine Member Authentication Process

CU SoCal is committed to protecting each and every Member transaction to the best of our ability. We've implemented an additional security process that requires you to perform a few easy tasks before using CU OnLine.

1. **Establish a verification** to authorize CU OnLine access at your specific computer(s) (our data processing system will automatically perform this task for you).
2. **Set up a secondary password** used to verify your identity when you sign on.
3. **Set up a reminder** to help you remember your secondary password.
4. **Set up a site verification "phrase"** that you will see when you reach the password screen to ensure that you've entered the correct webpage.
5. **Supply your cell phone or pager number** to receive login notifications (optional).

The following pages contain screen shots and easy-to-follow directions that guide you through the process of setting up your CU OnLine account with additional security features. **If you have any questions regarding CU OnLine, please contact us toll-free at 866 CU SoCal, 866.287.6225.**

CU OnLine Initial Security Process

The screenshot shows the CU OnLine homepage. A red circle highlights the 'CU OnLine' login box, which contains a 'Member Number' field and a 'Login' button. A red arrow points to the 'Login' button. Another red circle highlights the 'Member Number' field, with a red arrow pointing to it. A red circle highlights the 'Account Password' field on the adjacent page, with a red arrow pointing to it. A red circle highlights the 'Continue' button on the adjacent page, with a red arrow pointing to it.

The screenshot shows the 'CU OnLine Security Login' page. It contains a form with the following fields: 'Member Number: 900010', 'Account Password: [redacted]', and a checkbox for 'Change two-factor settings.'. Below the form are 'Continue' and 'Cancel' buttons. Red circles and arrows highlight the 'Account Password' field and the 'Continue' button.

1. Access CU OnLine by visiting cusocal.org.
2. Enter "Member (account) Number" and click the "Login" button.

3. Enter the Primary Account Password to access CU OnLine, and click "Continue."

The screenshot shows the 'CU OnLine Initial Security Setup' page. It contains a form with the following fields: 'Secondary Password', 'Re-type Secondary Password', 'Password Reminder', 'Site Verification Phrase', 'Email Address', 'Cell phone or Pager Number', and 'Cell phone or Pager Carrier'. There are also checkboxes for 'Notify me via email when a login occurs' and 'Notify me via cell / pager when a login occurs'. A 'Save' button is at the bottom. Red circles and arrows highlight the 'Secondary Password' field and the 'Re-type Secondary Password' field.

The screenshot shows the 'CU OnLine Initial Security Setup' page. It contains a form with the following fields: 'Secondary Password', 'Re-type Secondary Password', 'Password Reminder', 'Site Verification Phrase', 'Email Address', 'Cell phone or Pager Number', and 'Cell phone or Pager Carrier'. There are also checkboxes for 'Notify me via email when a login occurs' and 'Notify me via cell / pager when a login occurs'. A 'Save' button is at the bottom. Red circles and arrows highlight the 'Re-type Secondary Password' field and the 'Secondary Password' field.

4. Enter the "Secondary Password." This Password needs to be 6 to 8 characters long and contain letters and/or numbers, but not special characters.

5. Re-enter your "Secondary Password" for verification purposes.

CU OnLine Initial Security Setup

Please answer the questions below. For additional help, [click here](#).

Secondary Password:

Re-type Secondary Password:

Password Reminder:

Site Verification Phrase:

Email Address:

Cell phone or Pager Number:

Cell phone or Pager Carrier:

Notify me via email when a login occurs

Notify me via cell / pager when a login occurs

Password Reminder

Because you will rarely need to submit secondary password, it is possible that you might forget it. The password reminder allows you to give yourself a note that help you and only you to remember the secondary password. Note: This reminder should never be so obvious that anyone could guess it.

6. Enter a "Password Reminder." This Reminder is a note to help you remember your Secondary Password should you forget it.

CU OnLine Initial Security Setup

Please answer the questions below. For additional help, [click here](#).

Secondary Password:

Re-type Secondary Password:

Password Reminder:

Site Verification Phrase:

Email Address:

Cell phone or Pager Number:

Cell phone or Pager Carrier:

Notify me via email when a login occurs

Notify me via cell / pager when a login occurs

Site Verification Phrase

The verification phrase is a message you will see each time you attempt to login. The message will only be displayed if you are logging in from an authenticated computer. NOTE: This phrase only be alpha numeric.

7. Enter a "Site Verification Phrase," which will indicate that your computer has been authenticated during future logins.

CU OnLine Initial Security Setup

Please answer the questions below. For additional help, [click here](#).

Secondary Password:

Re-type Secondary Password:

Password Reminder:

Site Verification Phrase:

Email Address:

Cell phone or Pager Number:

Cell phone or Pager Carrier:

Notify me via email when a login occurs

Notify me via cell / pager when a login occurs

Email Address

This should be your email address. In event that you login from a non-authenticated computer and can not remember your secondary password, can request that a temporary one time access key be sent to your email. In addition, this email is used for login notification.

8. Enter your "Email Address" and "Cell Phone Number." The Cell Phone is not required to continue.

CU OnLine Initial Security Setup

Please answer the questions below. For additional help, [click here](#).

Secondary Password:

Re-type Secondary Password:

Password Reminder:

Site Verification Phrase:

Email Address:

Cell phone or Pager Number:

Cell phone or Pager Carrier:

Notify me via email when a login occurs

Notify me via cell / pager when a login occurs

Cell Phone or Pager Carrier

Every cell phone has a cell phone carrier. This is who you purchased your service plan through. Simply select your carrier from the list provided.

9. If you would like notification messages via Cell Phone, select your "Cell Phone or Pager Carrier."

CU OnLine Initial Security Setup

Please answer the questions below. For additional help, [click here](#).

Secondary Password:

Re-type Secondary Password:

Password Reminder:

Verification Phrase:

Email Address:

Cell phone or Pager Number:

Cell phone or Pager Carrier:

Send me test message now

Notify me via email when a login occurs

Notify me via cell / pager when a login occurs

10. Select whether you would like to be notified via Email and/or Cell Phone.

CU OnLine Initial Security Setup

Please answer the questions below. For additional help, [click here](#).

Secondary Password:

Re-type Secondary Password:

Password Reminder:

Verification Phrase:

Email Address:

Cell phone or Pager Number:

Cell phone or Pager Carrier:

Send me test message now

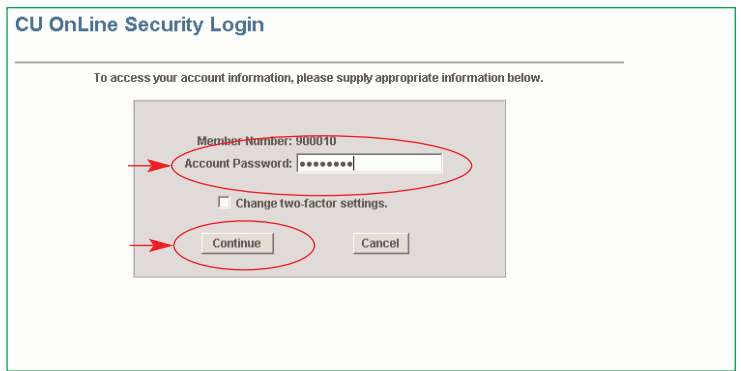
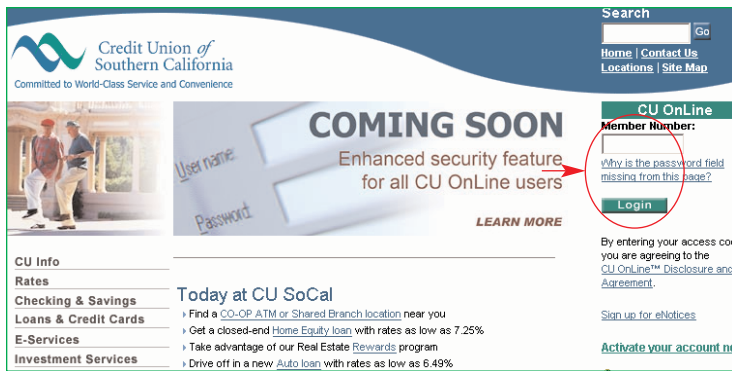
Notify me via email when a login occurs

Notify me via cell / pager when a login occurs

Additional help is available to guide you through these screens while you're online. Select the "Click Here" link, and a window will display to assist you.

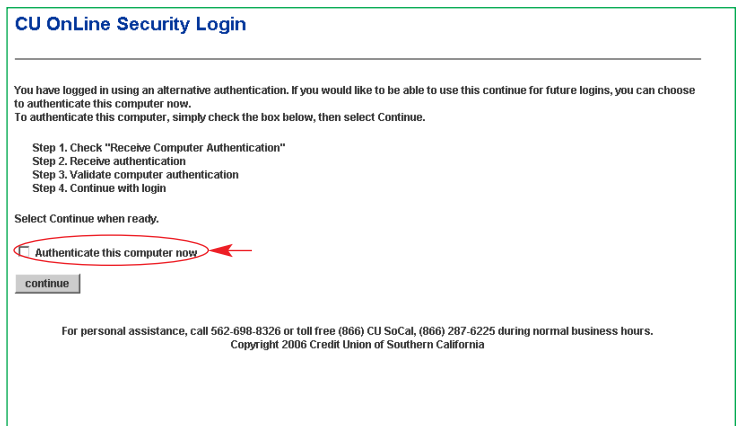
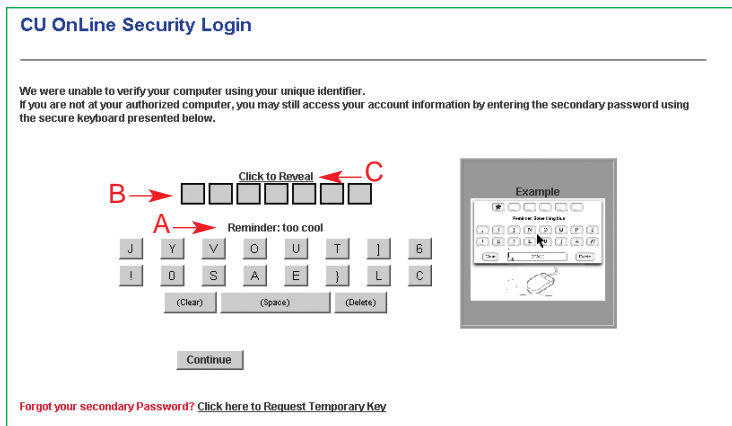
CU OnLine access on a computer that has not been authenticated

If you are accessing CU OnLine from a computer that has not been authenticated (a computer at work or a friend's house for example), you can easily authenticate that computer. You can also choose to bypass this process if you don't plan to access CU OnLine from that computer in the future.



1. Access CU OnLine by visiting cusocal.org.
2. Enter "Member (account) Number" and click the "Login" button.

3. Enter the Primary Account Password to access CU OnLine, and click "Continue."



4. Enter your "Secondary Password" using your mouse and the secure keyboard shown on your screen.
 - A. If you forget your password, refer to the "Password Reminder" that is displayed.
 - B. Password will show up in the form of "*****."
 - C. Or, the actual characters can be displayed when you choose "Click to Reveal."
5. Click "Continue."

6. If this is a trusted computer that you will use again to access CU OnLine, you can click on the box that states, "Authenticate this computer now."
7. A warning window will display, advising that this should be a trusted computer. If it is, click "OK," then "Continue."
8. Your computer is now authorized to access CU OnLine.

Please review the following chart to see if your computer and browser meet the requirements of CU OnLine's security enhancement. Compatible systems and browsers are indicated with a shaded "Yes."

	Windows XP	Windows 2000	Mac OS 9	Mac OSX (10.3 Panther)	Mac OSX (10.4 Tiger)
Internet Explorer 5	No	No	No	No	No
Internet Explorer 6	Yes	Yes	N/A	N/A	N/A
Internet Explorer 7	Yes	N/A	N/A	N/A	N/A
FireFox 1.5	Yes	Yes	N/A	Yes	Yes
FireFox 2.0	Yes	Yes	N/A	Yes	Yes
Netscape 8	Yes	Yes	N/A	N/A	N/A
Safari 1.2	N/A	N/A	N/A	No	N/A
Safari 2	N/A	N/A	N/A	N/A	Yes