

Setting up your online banking

Important: To initially set up online banking your email address must already be on your account, please call a branch to verify we have your most up to date email.

- Go to <https://secure.financialpluscu.com/> from a desktop or laptop, **cannot** set up initially on a mobile device
- Click the *Login* tab
- Click the *Enroll Here* on the right side of your screen
- Read and Click the *Agree* tab regarding Online Banking
- Enter your social security number without dashes (EIN for business accounts), account number and email address (must be the one we have in our system)
- Click *Continue*
- At Information Verification, enter all info requested regarding the PRIMARY member on the account. Include slashes in the birthdate.
- Click *Submit*
- If the information you entered matches what is in our system, you'll be asked if the system can send you a verification email.
- Log into your email on the same browser you are setting up online banking on.
- Once you receive the verification email (can take up to 15 minutes to be delivered), click the link provided.
- You'll be provided a temporary password. Please **write this down immediately** or copy and paste. You cannot continue without it and cannot click the back button to retrieve it once you've left the page.
- Set up your user name and password
- Set up security questions and password reset question. (Keep for your records)
- At this point, you are set up and can access online or mobile banking

FYI's and Reminders:

- The address you put in online banking must be the same as what we have on your account.
- Online banking uses a user name and password and the app uses your account number and your password.
- While setting up your online banking it must be initially done using a desktop or laptop computer, not a mobile device (including iPad).
- Write your temporary password down immediately, it is very important to this process.
- You can reset your password on our website. Our staff is unable to reset passwords or security questions.
- Enjoy accessing your accounts from any device once you've successfully set up online banking!
- Let us know how we can help by reaching out to us at any of our locations.



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