



Online Banking Enrollment

With Online Banking you can manage your account(s) anywhere 24/7! From your Online Banking platform you are able to check balances, transfer funds, make payments, apply for loans, check e*Statements, access Bill Pay, and more. If you are a Kasasa Rewards member, logging in here or Mobile Banking at least once a month is also key to qualifying your account and earning your reward.

From the HCCU home page, hccu.coop:

1. Click on the 'Sign Up Now' link below the 'LOGIN NOW' button. (Figure 1)
2. Choose your account type, [Personal](#) or [Business](#), and click 'Next >'. (Figure 2)
3. Enter your information as prompted **exactly as it appears on your account** and click 'Next >'. If the information you enter does not match the information on your account, your Online Banking request will go into a pending status to be unlocked and activated by a credit union representative. You will not be able to proceed to the next step.
4. Create a password.
5. Choose 5 Challenge Questions and answers. As an added layer of security, you will need to answer one of these questions every time you log in to your account.

Online Banking Access Tips:

- Your Username will be your last name in proper case and the last 4 digits of your SSN, unless you changed it at account opening or in the Online Banking 'Member Options' area.
- **Passwords** are case-sensitive and must have the following characteristics:
 - Between 9 and 32 characters in length
 - Personally identifying keywords cannot be used
 - Cannot contain any part of your name
 - Cannot contain your Username
 - Space(s) may be used but cannot be at the beginning or end of the password or pass phrase
 - Cannot be 1 of the previous 14 passwords
 - Must contain 3 of these 4 types of characters
 - > Uppercase letters (A-Z)
 - > Lowercase letters (a-z)
 - > Numbers (0-9)
 - > Special characters (#\$%&'_ -)
- **Challenge Question Answers** must have the following characteristics:
 - Must contain at least 4 characters
 - Space(s) may be used but cannot be at the beginning or end of the answer
 - Cannot use the same answer for multiple questions
- When you click the 'Forgot Password?' link on the home page, a temporary password will be sent to the e-mail address we have on file for you. If you do not receive a temporary password, please check your JUNK MAIL/ SPAM folders.
- Once your Online Banking account is activated, all Account Maintenance changes such as Address, Challenge Questions, Email Address, Login ID, and Password can be made in the 'Member Options' area. (Figure 3)

Figure 1

Figure 2

Figure 3