



# HOME BANKING LOGIN INSTRUCTIONS

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Listed below are the steps to login to the new Home Banking system. Once you start the login process, the area on the right-hand side of the screen, will show the steps necessary to login. As you go through the login process, the step you are on will show in **bold** print.

## Step 1

Go to our website, [www.impactcu.org](http://www.impactcu.org), and enter the username that you created during enrollment. Then click the Sign In button.



## Step 2

Verify that the correct security phrase and security image that you created during enrollment are displaying. If so, enter Home Banking password.

If you do **NOT** see the correct security phrase and/or correct security image, please **DO NOT** continue with the login process. Go back to our website and start the login process over. If you still do not see the correct security phrase and/or image, contact Impact Credit Union to report the problem. An incorrect security phrase and/or security image could mean that you are on an imposter/fake website that a fraudster created in an attempt to obtain your Home Banking login information.

Sign In Register

**impact**  
credit union

### Sign In – Check your Security Information, then enter your Password

Security Phrase : 321 Blastoff

Security Picture : 

**Don't Recognize this Picture ?** – You may have entered an incorrect username  
– You may not be at the genuine Impact Credit Union site

**Security Information :** This security phrase and picture are known only to you. When you see the proper security phrase and picture, you know that you are visiting the proper site. In the future, if you do not see your security phrase and picture, then do not continue.

Password :  [Forgot Password?](#) [Start Over](#)

**Sign In to Impact Credit Union Home Banking**

Welcome to Impact Credit Union Home Banking, please sign in.

1. Enter Username
2. > Enter Password
3. Send Security Access Code
4. Confirm Security Access Code
5. All Done!

**For assistance please call:**

- 419-547-7781
- 1-800-848-8255 toll free

Monday - Thursday:  
8:30am - 5:00pm

Friday:  
6:45am - 5:00pm  
6:45am - 6:00pm (Drive Thru)

Saturday:  
8:30am - NOON

100%

### Step 3

Select which delivery method that you want to have the access code to be sent to you – email, text message, or phone call, as shown below.

\*\*\*The contact information shown on this page is what we currently have on file for your account in our system. For security reasons, you **CANNOT** edit this information during the enrollment or login process. If you see incorrect contact information, please contact Impact Credit Union to update your information. Once we update your contact information in our system, this page will show the updated information.

Sign In Register

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### Sign In – Send Security Access Code

Send Security Access Code To:

For your security, a 6 digit security access code is required to complete the sign in process. The access code will only be sent to the email address or phone number currently on your account. Choose the method that works best for you and click "Send Access Code".

NOTES: – This access code is valid for 10 minutes.

**Sign In to Impact Credit Union Home Banking**

Welcome to Impact Credit Union Home Banking, please sign in.

1. Enter Username
2. Enter Password
3. > **Send Security Access Code**
4. Confirm Security Access Code
5. All Done!

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8:30am - NOON

## Step 4

Once you have received your access code; enter it in the field shown below.

### For Remember Computer:

- If you select 'Yes', you will **NOT** have to input the access code during the login process for future login sessions **ON THE COMPUTER THAT YOU ARE CURRENTLY LOGGING IN FROM**. See below for further details.
- If you select 'No', you will have to input the access code during the login process for future login sessions.

If you are using a computer that you use frequently to log in to Home Banking (i.e. home or work), you should select 'Yes'. Registered computers will bypass the access code requirement on future login attempts. If you delete your cookies from your browser settings, the system will prompt you to obtain a security code to log in & you will have to re-register your computer.

For EACH computer that you DO NOT register when logging in, you WILL need to have the access code sent to you when you log in to the Home Banking system. So as long as the computer you are using is not a public computer (i.e. library, Internet café, etc.), we suggest registering all computers that you will use to log in to the Home Banking system.

**\*\*NOTE:** You have up to 10 minutes to enter in the access code before it expires. If you wait longer than 10 minutes to enter in the code, you will have to start the login process over and a new access code will have to be generated and sent to you.

If you selected the email delivery option and you do not get an email within 1-2 minutes, please check your spam folders.

If you did not receive your access code – regardless of which delivery method you selected in Step 3 – you can click the **Resend Access Code to** link shown below to have the access code re-sent to you.

The screenshot displays the Impact Credit Union Home Banking sign-in interface. At the top, there is a blue navigation bar with 'Sign In' and 'Register' links. Below this is a green banner with the Impact Credit Union logo. The main content area is titled 'Sign In – Confirm Security Access Code'. It features a text input field for the 'Security Access Code' with a yellow background, a 'Resend access code to XXav@XXXctcu.org' link, and a 'Remember Computer?' section with radio buttons for 'Yes' (selected) and 'No', and an 'explain' link. At the bottom of the form are 'Confirm Access Code' and 'Cancel' buttons. On the right side, there is a sidebar with a 'Sign In to Impact Credit Union Home Banking' heading, a welcome message, a 5-step sign-in process list (with step 4 highlighted), and contact information for assistance, including phone numbers and hours of operation.