

ONLINE ENROLLMENT INSTRUCTIONS

All users will need to re-enroll in Online/Mobile Banking after the System Upgrade. All Members, primary and joint should create an Online/Mobile Banking login using their own SSN and birthdate. Everyone will need a valid email address on file with the Credit Union to enroll.

In order to receive verification codes via text message, one enrolled in Online or Mobile Banking, please visit the Profile section and ensure that your mobile phone number is listed in the cell phone number field.

1. Click on "Click here to enroll" to re-enroll in Home Banking

The screenshot shows the Impact Credit Union website. At the top, there is a navigation bar with links for "Join Impact", "Contact Us", "Current Rates", and a search bar. Below this is a menu with icons for "Home", "Our Solutions", "Trusted Advice", "Community Crusaders", "Impact Advantage", and "Locations". The main content area features a "Home Banking" section with a "Username" input field, a "Sign In" button, and a "Click here to enroll" link. A "Forgot Username" link is also present. A security notice states: "For security reasons, never share your username, password, social security number, account numbers or other private data." To the right, a large blue banner announces a "TECHNOLOGY UPGRADE" from May 28th to June 1st, featuring a superhero character and a smartphone displaying the "Impact UPGRADE" app. A "Learn More" button is located at the bottom right of the banner.

2. Enter your account number, social security number and date of birth. Note: Joint members should use your own information

impact
credit union

Enroll

Click

Account Number

Social Security Number

Date of Birth

MM/DD/YYYY

3. Click [Continue](#)

Date of Birth

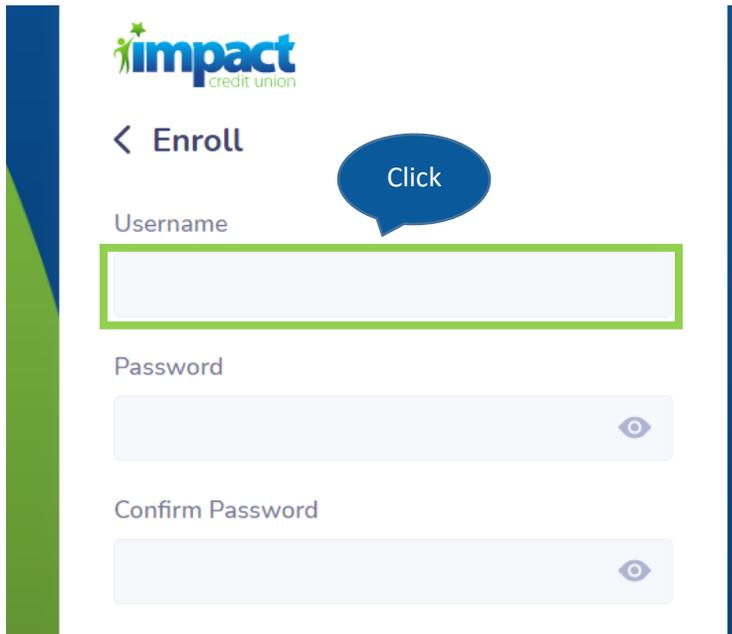
12/20/1968

Click

Cancel

Continue

4. Enter your new username





[← Enroll](#)

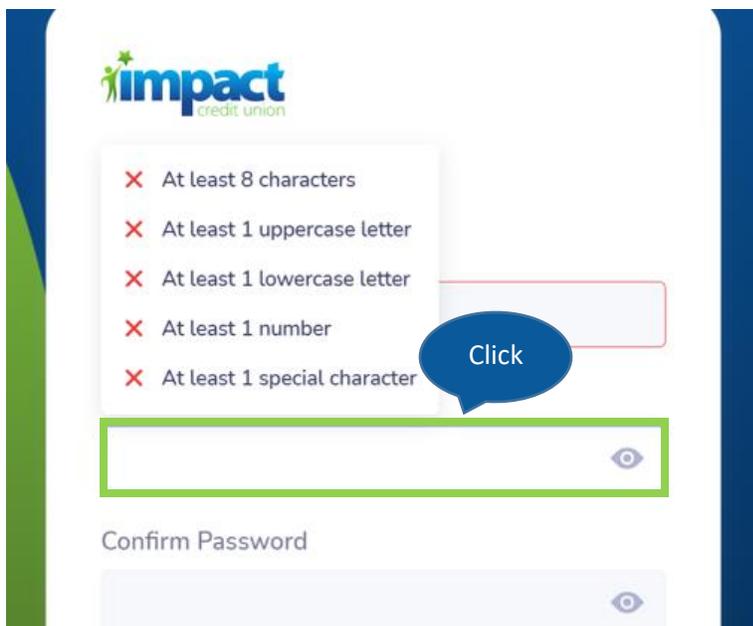
Click

Username

Password

Confirm Password

5. Enter your new password by following the specification on the screen





- ✗ At least 8 characters
- ✗ At least 1 uppercase letter
- ✗ At least 1 lowercase letter
- ✗ At least 1 number
- ✗ At least 1 special character

Click

Confirm Password

6. Confirm your new password

Username
TestUser1

Password
.....

Confirm Password
.....

I agree to the **Terms and Conditions ***

Yes, I would like to enroll in e-statements and e-notices

I'm not a robot  reCAPTCHA
Privacy - Terms

7. Read the Terms and Conditions by clicking the link

Password
.....

Confirm Password
.....

I agree to the **Terms and Conditions ***

Yes, I would like to enroll in e-statements and e-notices

I'm not a robot  reCAPTCHA
Privacy - Terms

8. Select the checkbox to acknowledge that you have read and accepted the Terms & Conditions of service

The screenshot shows a registration form with two password fields labeled 'Password' and 'Confirm Password'. Below the password fields, there are two radio button options. The first option, 'I agree to the Terms and Conditions *', is selected, indicated by a green checkmark in a box. A blue speech bubble with the word 'Click' points to this checkbox. The second option is 'Yes, I would like to enroll in e-statements and e-notices', which is unselected. Below these options is a reCAPTCHA widget with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link.

9. Select the checkbox if you would like to receive your statements and notices electronically

The screenshot shows the same registration form as above. In this version, the 'I agree to the Terms and Conditions *' checkbox is unselected. Instead, the 'Yes, I would like to enroll in e-statements and e-notices' checkbox is selected, indicated by a green checkmark in a box. A blue speech bubble with the word 'Click' points to this checkbox. The 'I'm not a robot' reCAPTCHA widget is also present.

10. Check "I'm not a robot"

Registration form fields:

- Password: [Redacted]
- Confirm Password: [Redacted]
- I agree to the **Terms and Conditions** *
- Yes, I would like to enroll in e-statements and e-
- I'm not a robot

A blue callout bubble with the text "Click" points to the "I'm not a robot" checkbox. The checkbox is highlighted with a green border.

11. Complete Captcha requirements

Registration form fields (partially obscured):

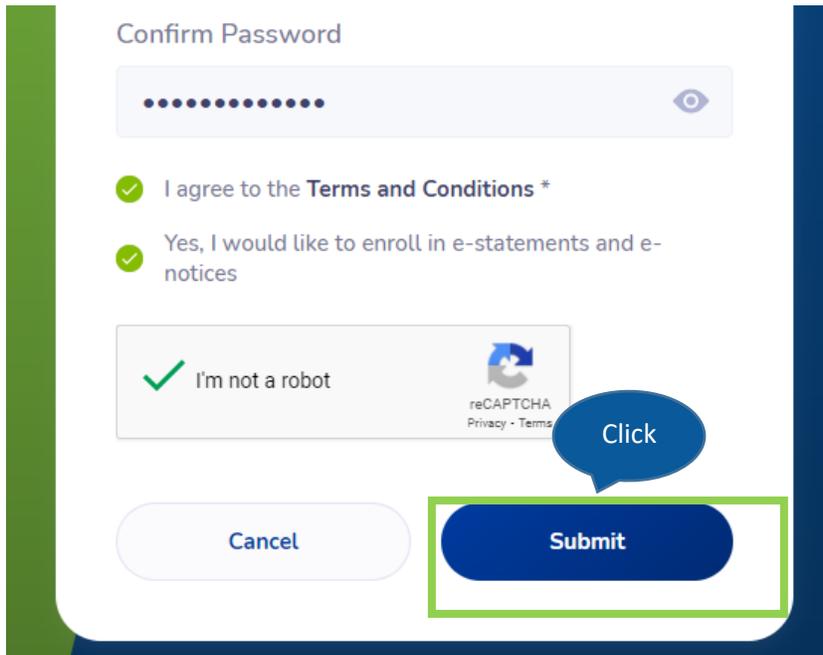
- Password: [Redacted]
- Confirm Password: [Redacted]
- I agree to the **Terms and Conditions** *
- Yes, I would like to enroll in e-statements and e-notices
- I'm not a robot

A reCAPTCHA challenge overlay is shown, containing:

- Instruction: "Select all squares with **fire hydrants**"
- Sub-instruction: "If there are none, click skip"
- A 4x4 grid of image squares showing a street scene with palm trees and a sign.
- Navigation icons: Refresh, Audio, Help, and a "SKIP" button.

A blue callout bubble with the text "Click" points to the top of the reCAPTCHA challenge. The challenge area is highlighted with a green border.

12. Click Submit



Confirm Password

..... 

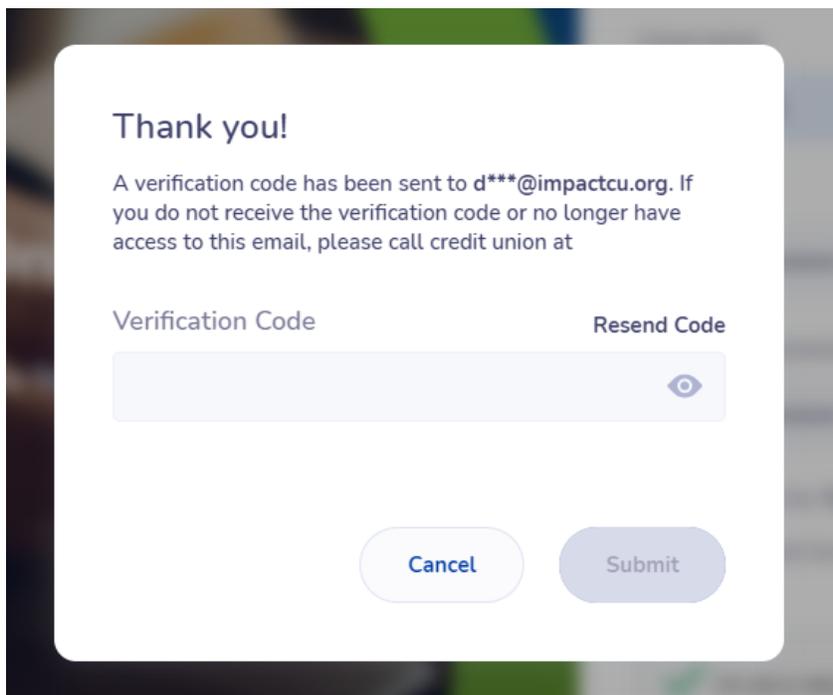
I agree to the [Terms and Conditions](#) *

Yes, I would like to enroll in e-statements and e-notices

I'm not a robot  reCAPTCHA
Privacy · Terms

A blue speech bubble with the word "Click" points to the Submit button. A green rectangular box highlights the Submit button.

13. For your security, we will send a verification code to the email address we have on file



Thank you!

A verification code has been sent to d***@impactcu.org. If you do not receive the verification code or no longer have access to this email, please call credit union at

Verification Code Resend Code

..... 

14. Enter the verification code and click Submit

Thank you!

A verification code has been sent to d***@impactcu.org. If you do not receive the verification code or no longer have access to this email, please call credit union at

Verification Code Resend Code

.....|

Cancel Submit

Annotations: A blue speech bubble labeled 'Click' points to the verification code input field. A green box highlights the input field. Another blue speech bubble labeled 'Click' points to the Submit button. A green box highlights the Submit button.

15. You will receive a confirmation message once you have successfully enrolled in Online Banking. Click Continue

Thank you!

You have been successfully enrolled. Welcome to online banking!

Continue

Annotation: A blue speech bubble labeled 'Click' points to the Continue button. A green box highlights the Continue button.

16. You will be redirected to your Online Banking homepage

