# WELCOME TO ONLINE & MOBILE BANKING!

# HOW TO ENROLL



To start, navigate to the Online **Banking login box** at the top of coastccu.org and click Enroll Here or download the **Mobile Banking** app and tap Enroll Now.



**Select Personal or Business, then enter** your Social Security Number/ITIN or **Business EIN and** Member Number. If you have business accounts and want to add subusers or use ACH, choose **Business and then do a** separate login for Personal. Otherwise, choose Personal for access to both.

Note: those without a SSN or ITIN will be provided an Enrollment **Code to enter here.** 





Establish Identity

### Let's get started

Please provide the following information to begin your enrollment

If you have business accounts and want the ability to add sub-users or upload ACH/Payroll, click Business. If you don't need these options, click Personal, as you will still have access to your business accounts. Note: if you choose Business, you will need to separately enroll to access your Personal accounts.

O Business Personal

Social Security Number / Enrollment Code

Member number

Cancel

Continue







# **Click Continue.**



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• Personal O Business

Social Security Number / Enrollment Code

Member number

Cancel





Verify your email address shown. If correct, click Continue, if not, call Member Support at the number listed and we will assist you.

Contact information Confirmation needed to complete enrollment Please verify the email address below is valid. If not, please call us at (707)445-8801 Email address member@member.com Continue Cancel







You must now set a username. Usernames cannot contain your:

- Member Number
- Social Security Number
- Your Birth Date



- · Contain your Social Security Number
- · Contain your birth date







You now must create a password following the requirements listed. Passwords cannot contain:

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- Your Birth Date • Member Number
- Social Security Number

• Your Username Want to ensure your password is secure? **Check out our <b>Tips for Awesome Passwords** 



### Create your password

#### Password

Password must be at least 8 characters long Password can be up to 20 characters long

Your password must not contain the following:

- Your birth date
- Your member number
- Your Social Security Number
- Username

Your password must contain the following:

- At least one lowercase letter (a through z)
- At least one uppercase letter (A through Z)
- At least one number

### Strength:

Confirm password

Back

Cancel



# **Click Continue.**



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Confirm password

Back



## **Click Confirm** and Enroll.







## You should see this screen. Click Return to login.



10.

Next you'll use your username and password to log into and begin using the new system!





# NEED ASSISTANCE?

Our friendly experts are here to help! Click the Owlbert ChatBot in the lower right of any page of our website or call us at (707) 445-8801.



