

New Online Banking Guide for Re-Registration and FIRST Time Login

Register Create a User ID and Password.

If this is your first time logging into our **NEW** online banking system, click “Not Registered.”

The screenshot shows the POPA Federal Credit Union login page. The main heading is "Sign In - Welcome to POPA Federal Credit Union". Below this, there is a "Username:" field with a yellow background and a "Not Registered?" link highlighted with a red box. There are "Sign In" and "Cancel" buttons. A sidebar on the right titled "Sign In to CU Online" lists steps: 1. Enter Username, 2. Enter Password, 3. Answer Security Question, 4. All Done! At the bottom, there are links for "Sign In", "Register", "Forgot Username?", "Forgot Password?", "Forgot Access?", "Forgot Everything?", and "Locked?".

Step 1 of 6: Enter Information and Accept Terms and Conditions

- Enter your Member/Account Number, Social Security Number, and Birthday.
- Click on the Terms and Conditions.
- Once you have reviewed the Terms and Conditions, **Accept** by typing in “YES”.

The screenshot shows the POPA Federal Credit Union registration page, "Step 1 of 4: Register - Enter your Information". It includes fields for "Account Number:", "Social Security Number:", and "Birthday:". Below these is an "Accept:" checkbox and the text "Type YES to accept the following agreement(s):". A red box highlights the "Start" button. Large red text overlays with arrows point to the "Not Registered?" link, the "Accept:" checkbox, and the "Start" button. The overlays read "Complete", "Type YES", and "Click & Review".

Step 2 of 6: Send Registration Passcode

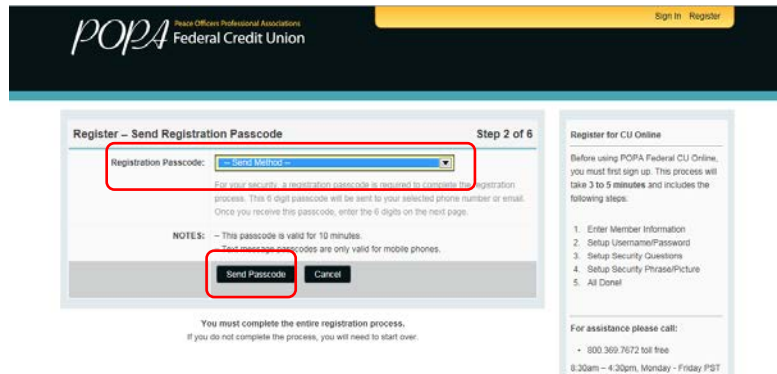
Select from the drop down menu how you would like to receive your six-digit verification passcode.

1. **By phone: Text me**
Your message will come from the number 562.205.8695, stating “Your POPA Security code is #####.”
2. **By phone: Call Me**

The call will state “Your POPA FCU Security Code is #####”

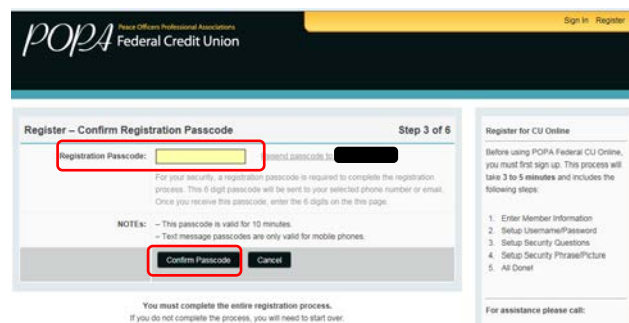
3. By Email: Email Me

The email will come from DoNotReply@popafcu.org, and state “Your POPA Federal Credit Union registration code is #####”.



Step 3 of 6: Confirm Registration Passcode

After you receive your registration passcode please enter it in the box.



Step 4 of 6: Set Up your User Name and Password

You will need to create a new User ID (you will be using this to login instead of your member/account number):

You will be prompted to create a new User ID with the following requirements:

- Must be between 6-20 characters long
- Must start with a letter
- Must contain only alpha (letters) or numeric (numbers)
- Must not contain spaces or special characters (!@& etc.)
- Cannot contain dates, your SSN/EIN number, Account Number and cannot be your Password

You will need to create a new Password:

- Must be between 8 – 20 characters long
- Must consist of alpha (letter) and numeric (number) characters (case sensitive)
- Must include at least 1 numeric character and 1 alpha character – lower and upper case

- Must include at least 1 special character (!@#\$%^&?=-)

Step 5 of 6: Setup your Security Questions

Enhanced login security replaces your former online banking security questions.

Step 6 of 6: Setup your Security Phrase and Image

Select a Security Phrase and Image that you will recognize when signing onto Online Banking. Both the phrase and image will appear each time you log in. **If when logging in you do NOT see these images, it is a sign that you are NOT on POPA's online banking page, and you should NOT login.**

Welcome to your new POPA Online Banking!