The most important step in using our new home banking solution is getting enrolled. The information provided in this document will walk you through the necessary steps to do so.

Please keep in mind that <u>even if you are already using our current home banking solution</u>, you MUST enroll to use the new home banking solution.

Also note that you must provide a valid email address in order to complete the registration process.

Need help along the way?

We hope this information and the prompts within the system will easily guide you through the process. However if you find you need help along the way, please feel free to contact the credit union by calling our Member Support Center at 407.426.6000 or toll-free 888.843.8328. The Member Support Center is open Monday-Friday 8am to 6pm and Saturday 9am to noon.

Let's get started:

Enroll as a new user

Click on the "Account Login" from the home page of the website. You will be taken to a temporary landing page that will provide some helpful information about the new home banking service. In the top left corner you will see the Account Login box; under Register Now, click on the link to take you to the enrollment page.

Step 1: User Agreement

Read the disclosure and click the box at the bottom to agree to the terms and conditions of the service. Then click continue.

Step 2: Personal Information

Follow the prompts to select the type of account you have with the credit union. Then enter the appropriate information for that account. Please keep in mind this information must match the information the credit union has regarding your account.

Once you have completed the information, click continue.

Step 3: Login Details

In this step, you must create a user name and password. Your user name should be a combination of letters and numbers; for your added security, you will not be able to use just your member number.

Your password needs to be a combination of at least one upper case letter, at least one lower case letter, at least one number, and at least one special character. Please use the notes on the right hand side of the screen to assist with selecting the appropriate combination. You can also hover over the "?" for additional assistance.

On this screen you will also be **required** to provide your email address. The system will be forwarding one-time passwords and other notifications to this email address.

If you prefer to receive these notifications via text to your mobile phone instead of email, you are welcome enter your mobile number on the bottom of this screen.

Once you have completed the information, click continue.

Step 4: Email Activation

Once you click continue from step 3, the system will automatically send an email to the address you provided. The email will contain an activation code you will need to enter in this step.

Please note: you will need to access your email account to find the code. To do so simply access another tab on your internet browser and log into your email account. While doing so, **DO NOT** close the browser you are using for the enrollment process as the system will not save your place; if you close the browser prior to completion, you will have to start the process from the beginning. If you need help, please feel free to contact the credit union by calling 407.426.6000 or toll-free 888.843.8328 during normal business hours.

Once you have entered the email activation code, click continue.
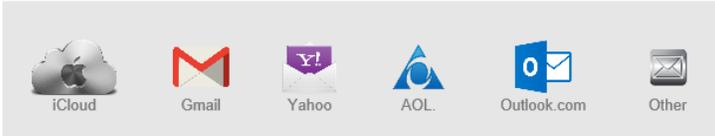
Step 5: Mobile Phone Activation

If you chose to register your mobile phone in Step 3, you will receive a text message. The text will contain an activation code you will need to enter in this step.

Once you have entered the mobile phone activation code, click continue.

Step 6: One-Time Password

On occasion when you are using the system (for example when you are logging in from a public computer or if you forget your user name or password) a "one-time password" will be sent to you. In this step you are indicating where you want those one-time password messages to be sent. You can choose either your email address or your mobile phone if you chose to register the number in Step 3.

Once you have made your selection, click continue.

Step 7: Challenge Questions

For increased security you will create challenge questions in this step. You will be required to create 5 questions in total; 3 you will choose from the drop-down menu and 2 you will create yourself.

Please note: the answers to each of your challenge questions have to be at least 4 letters in length. If you select an answer that is shorter, you will be prompted to change it.

Once you have created and answered the challenge questions, click continue.

Step 8: Site Marker

As an added layer of security, you will be asked to pick an image and special text in this step. Select an image from the gallery and type the text into the prompt. Following your enrollment, each time you log in to home banking, this image and text will appear—if you don't see either of these items on the screen when prompted for your password, do not proceed with inputting your password.

Once you have chosen an image and typed the text, click continue.

Step 9: Register Computer

As an added layer of security, this step allows you to identify the computer you are using as public or personal. If you indicate the computer is a public PC, you will be prompted to enter the answer to one of the challenge questions when logging in from that computer. If you indicate the computer is a private PC, you will not be prompted to enter the answer to a challenge question when logging in from that computer.

Once you have indicated the type of computer you are using, click continue.

Step 10: Registration is Complete

Congratulations! You are now enrolled and welcome to use Insight's new home banking service.