

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 even if you are already using our current home banking solution, 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.

A screenshot of the 'Account Login' page. The page has a grey background with a white border. At the top left, it says 'Account Login' in bold black text, followed by a blue link 'Need Help?' and a lock icon. Below this is a 'User Name' label, a checkbox labeled 'Show the User Name', and a white input field. Underneath the input field are two blue links: 'Forgot User name?' and 'Forgot Password?'. A green 'Sign In' button is positioned below the links. At the bottom of the page, there is a 'Register Now' section with the text 'Click [Here](#) to enroll in our new online banking experience with enhanced security.'

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.



NEW USER REGISTRATION

1 Online Banking User Agreement [Ⓢ]

made no later than 5 years after we first provided the electronic statement to you. To request a paper copy, contact us at 888-843-8328. We may charge you a reasonable service charge for the delivery of paper copies of any statements provided to you electronically pursuant to your authorization. We reserve the right, but assume no obligation, to provide a paper (instead of electronic) copy of any statement that you have authorized us to provide electronically.

F. Federal Law
You acknowledge and agree that your consent to electronic statements is being provided in connection with a transaction affecting interstate commerce that is subject to the federal Electronic Signatures in Global and National Commerce Act, and that you and we both intend that the Act apply to the fullest extent possible to validate our ability to conduct business with you by electronic means.

G. Terminations/Changes
We reserve the right, in our sole discretion, to discontinue the provision of your electronic statement, or to terminate or change the terms and conditions on which we provide electronic statements. We will provide you with notice of any such termination or change as required by law.

By clicking 'Yes, I agree with the terms and conditions of the service', you are providing consent to receive electronic statements and electronic notifications and have demonstrated that you can reasonably access these documents through the use of electronic means.

Yes, I agree with the terms and conditions of the service.
(You need to scroll to the end of the agreement to enable the check box)

[Click Here to print out the agreement with terms and conditions.](#)

Continue »

- 1. Online Banking User Agreement
- 2. Personal Information
- 3. Login Details
- 4. Email Activation
- 5. Mobile Phone Activation
- 6. One Time Password
- 7. Challenge Questions
- 8. Site Marker
- 9. Register Computer
- 10. Registration Complete

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.



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2 Personal Information

Account Type:

Member Number:

Date of Birth: MM/DD/YYYY

SSN: Last 4 digits only

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.



NEW USER REGISTRATION

3 Login Details ?

User Name ? Create a username. This can be any combination of alphabets and numbers. It cannot be your member number.

Password ? Create a password. The length must be between 8 and 16 characters, and must have atleast 1 upper case, 1 lower case, 1 numbers, 1 special characters.

Confirm Password

Email Address Required field. We will send you one time password and other notification to this e-mail address.

Confirm Email Address

Mobile Number Optional field. If you register your mobile phone, we will send you one time password and other notifications to your mobile phone.

Confirm Mobile Number

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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.



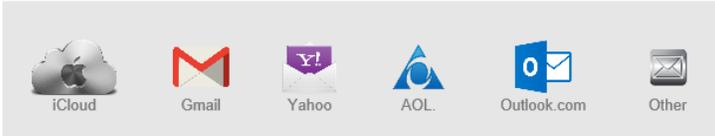
NEW USER REGISTRATION

4 Email Activation [?]

An email activation code has been sent to your registered email address.

To verify your email address:

- 1) Open your email using the links below or by opening another browser tab (if web based)
- 2) Check your inbox and/or spam folder for the activation email. *If you did not receive the email, click here to resend.*
- 3) Retrieve the code within the email and return to this screen.



iCloud Gmail Yahoo AOL Outlook.com Other

4) Enter the activation code here:

5) Click continue to proceed.

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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.



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5 Mobile Phone Activation

A mobile phone activation code has been sent to your mobile phone. Please check your text messages to retrieve the activation code and enter the code below.

Mobile Phone Activation Code Resend

Continue » **Activate later** » Cancel

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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.



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6 One Time Password

For additional security, we will send you a one time password to either your Email address or your mobile phone. These one time password will be required when you log in from a public PC, when you transfer a large sum of money, or if you forget your username or password.

I want the one time password sent to:

Primary Email Address (*cjones@insightcreditunion.com*)

Primary Mobile Phone

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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.



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7 Challenge Questions [?]

To increase the security of your online banking sessions and to protect your online banking identity, we will ask you to answer a set of challenge questions. First, you must create the answer to these questions. Select a question from drop down list and enter an answer. In addition to credit union provided questions, create your own question and answer
Note: you must answer every question displayed on the screen.

Show answer(s)?

Credit Union Challenge Questions [?]

1 -select- Answer

2 -select- Answer

3 -select- Answer

Personal Challenge Questions [?]

Enter a personal challenge question & answer that only you know

4 Answer
(e.g. Favorite Uncle) (e.g. Bob)

5 Answer
(e.g. Favorite Uncle) (e.g. Bob)

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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.



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8 Site Marker

A site marker is a "secret" image and text that only you know about. Before you enter your password, make sure that you see your site marker.
Select an image from gallery below, or upload your own image.

Secret Image



Secret Text

This secret text will be displayed alongside the secret image that you selected.

Continue **Cancel**

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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.



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9 Register Computer

Is this a public PC or Your Personal PC? (A public PC is one that is shared by others e.g. at work, an airport, a library, etc. A personal PC is one that you use for personal work and don't generally shared with others.)

If this is a public PC, to further protect your identity, we will ask you to answer some of the challenge questions you've selected. If this a personal PC we not ask you to answer these questions.

This is a public Computer
 This is my Personal Computer

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Step 10: Registration is Complete

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



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→ **Registration Complete**

Congratulations!
You have completed the registration process and are now ready to login and enjoy an online banking experience like no other. Please proceed to login using the credentials you defined during registration.

Login »

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