



Insight Online – Frequently Asked Questions

How do I enroll in the new Insight Online?

If you've never used Insight Online before, click here to enroll in the Insight Online. Once you agree to the terms of the Insight Online User Agreement, just follow the series of steps provided to complete the registration.

What is a site marker?

A site marker is a secret image only you know about. Make sure you verify this image before you enter your password. You may choose an image from the gallery provided.

What is a one-time password (OTP)?

To provide enhanced security for certain transactions, such as changing your personal settings, Insight Online uses a one-time password (OTP). In such cases, this password is sent either to your email or your mobile device, or both, and you are then prompted to enter the code online to continue with the transaction. As part of the registration process, you are asked to specify how you want these passwords to be delivered.

Can I use my Member number to login to the Insight Online and Mobile Banking?

No, you will need to create a User Name to login, which can be a combination of letters and numbers, but for security reasons cannot be your Membership number. User names must be between 4-12 characters. Each member number will need a separate login. Members can use the same email address when authenticating, but a separate login is required for each member number.

Are there any password requirements?

Yes, your password must be 6 to 21 characters in length and it must have one upper case letter, one lower case letter, one number and one special character.

What is a widget?

A widget is a dedicated window on your dashboard. Each widget window displays specific information about your account and you can choose which widgets to display or not display.

Which of my accounts can I access using Insight Online?

You can access all of your Insight Credit Union accounts.

Can I add additional users to my account in Insight Online?

Yes, click on **Settings**, then **My Users**, and then **Add a Secondary User**.

How do I change my Challenge Questions?

Go to Settings then **My Account Profile**, click on **Security** and then select **Challenge Questions**. Make your changes and save.

I don't like getting all of the notifications. How can I shut them off?

Notifications have been turned on for your security. Notification of transfers and failed login attempts will provide you the account holder with critical information. You can shut off some of the notifications by clicking on **Settings** then **My Account Profile**, click on **Security** and then select **Message Delivery Options**. Uncheck the notification that you want shut off.



How do I add an Additional/Alternate Email Address?

Go to **Settings** then **My Account Profile**, and then click on **Additional Email**. Click on the wording **Add Another Email Address**. Enter the Alternate Email Address and click **Save**. Then click **Yes** to the question. A (OTP) one-time password will be sent to the new email address to verify that it is set up correctly to receive notifications. To retrieve the OTP you will need to open a new window or tab in the browser and log into the email account that you're adding to retrieve the OTP. Put the code in the appropriate field.

How do I add an Additional Mobile Number?

Go to **Settings** then **My Account Profile**, and then click on **Additional Mobile Numbers**. Click on the wording **Add Another Mobile Number**. Enter the additional mobile number and click **Save** changes. Then click **Yes** to the question to save changes. A (OTP) one time password will be sent to the new mobile number to verify that it is set up correctly to receive notifications. You will need to enter the OTP into the appropriate field to activate the new mobile phone.

Can I see when the last time my account was accessed?

YES! This is a new security feature for you! On the dashboard select **Settings**, then click **My Account Profile**, click on **Activity**. The date, time and type of access to the account as well as the type of channel accessing the account is provided for your review.

Where can I see my pending transactions on my savings or checking account?

On the **Account Summary** page, click on the exclamation point **!** highlighted in yellow right next to your available balance on the account you wish to see the pending transactions. You can also see the status of transfers and issued checks.

I forgot my username and password, what should I do?

Click either "Forgot Username" or "Forgot Password" located in the account login windows and follow the onscreen instructions. Please note that the One-Time Password will be sent to your email address or cell phone as you directed during registration.

Are there any charges/fees for Insight Online?

Insight Online is free with every Insight account and there is no fee for using Insight Online. Standard text message rates do apply if the member chooses to receive text message alerts and notifications.

I still have questions. Where do I go now?

If you still have questions about Insight Online, please call the Members Support Center at 407.426.6000 or toll-free 888.843.8328, or stop by any of our branches during regular business hours.