

# First time enrollment instructions for the new CGRCU Online/Mobile Banking

For all new users for online and mobile banking, you will need to enroll the first time you visit. Once you enroll, whether you enroll via an online browser or the mobile app, you will be able to log into either one with the credentials you set at enrollment. Click on the “ENROLL” link.

For an online browser:



The screenshot shows the CGRCU Online Banking interface. On the left is a 'Login' form with a 'Login ID' input field, a 'Remember Login ID' checkbox, a 'Log In' button, and a yellow 'Enroll' link. A red arrow points to the 'Enroll' link. On the right is a 'Tips' box titled 'Online Banking Tips!' with a red header: '\*\*ALL MEMBERS WILL HAVE TO RE-ENROLL BY CLICKING THE "ENROLL" BUTTON\*\*'. The tips include instructions for first-time users regarding Member Number, Email, Temporary Password, Login ID, and Security Word or Phrase, as well as a tip for returning users.

**CGRCU**  
CREDIT UNION

Login

Login ID

Remember Login ID

Log In

Don't have an account? [Enroll](#)

**Online Banking Tips!**

**\*\*ALL MEMBERS WILL HAVE TO RE-ENROLL BY CLICKING THE "ENROLL" BUTTON\*\***

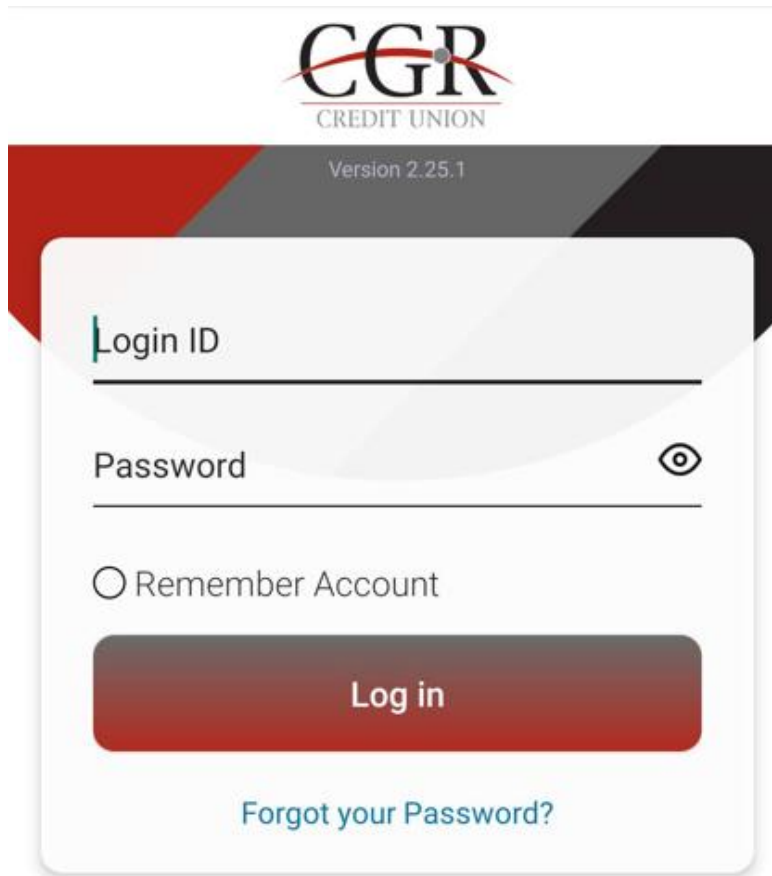
**TIPS for enrolling (First Time Users):**

- **Member Number** – This is your account number, without the suffix
- **Email** – The email you enter must match the one we have in our system
- **Temporary Password** – After you click the Enroll button, a temporary password will be sent to your email. Be sure to check your Junk/Spam folder if you do not receive it in your inbox. **(IF YOU DO NOT SEE A TEMPORARY PASSWORD IN INBOX OR JUNK/SPAM FOLDER, PLEASE GIVE US A CALL AT 478-745-0494)**
- **Login ID** – Once you have successfully enrolled, your account number will become your Login ID.
- If you do not want your member number to be your Login ID, you can change it once enrolled into online banking by clicking the "User Options" icon in the upper right-hand corner and then click "Change Login ID". This will change your Login ID from your account number to your preferred Login ID.
- **Security Word or Phrase** – This is a word that will periodically show to help you know it's your account when logging in again.
  - Once you have established this Security Word or Phrase during enrollment, it will display after you type in your in your Login ID. It is an added layer of security.

**TIPS for returning users:**

- If you click on "Remember Account", you will not need to answer a security question or type in


On the mobile app:



CGR  
CREDIT UNION

Version 2.25.1

Login ID

Password 

Remember Account

Log in

[Forgot your Password?](#)

**Enroll**



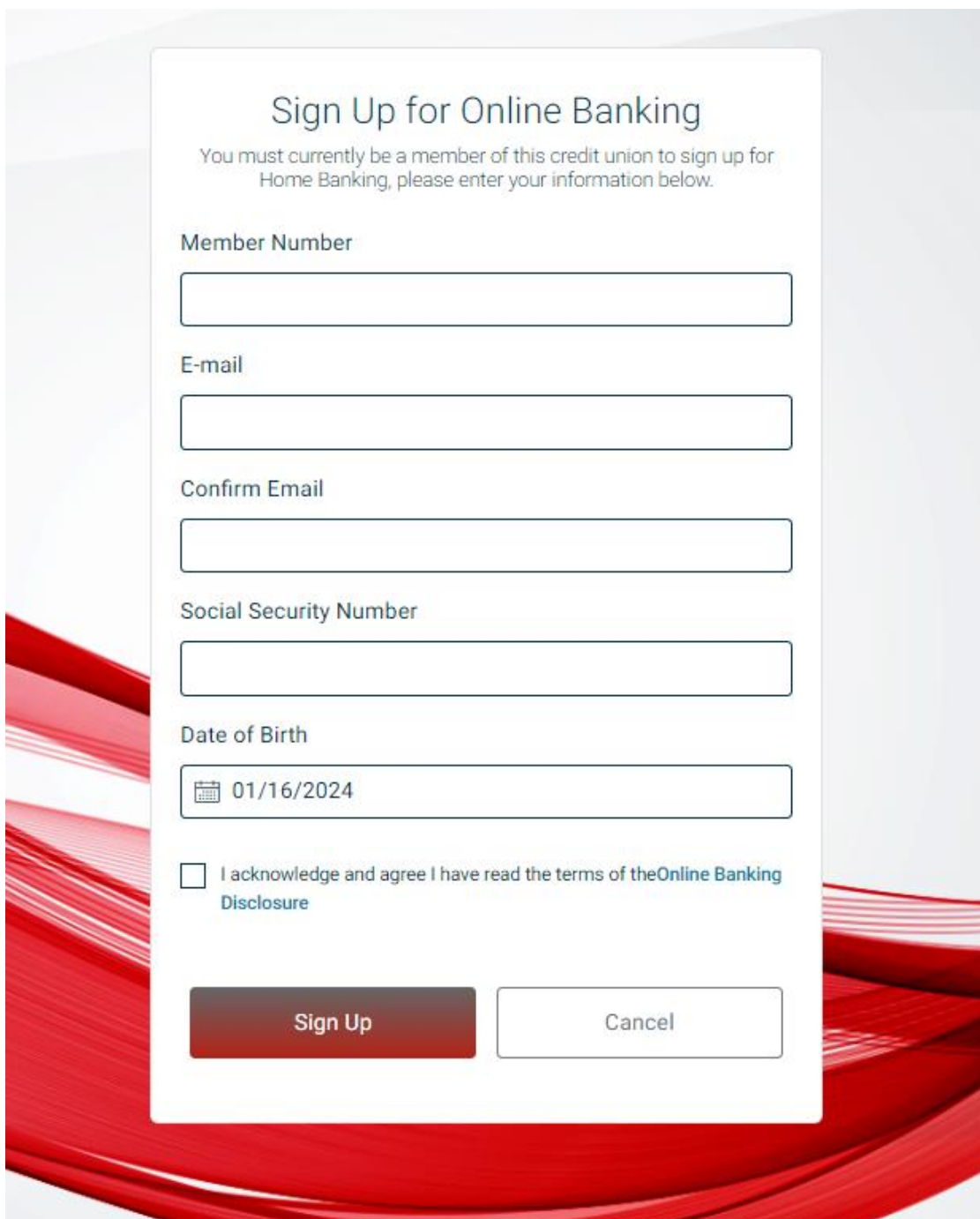
[Account Agreement](#) | [Privacy Policy](#)

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The next screen to appear will ask you to provide the following information so that we may verify your identity.

All of the information that you enter on this screen must match the information that the Credit Union has on file for you. If the information does not match, you will not be able to complete the automated enrollment until the Credit Union has updated your information in their computer system.

You must mark the box acknowledging you agree to the terms set forth in the Online Banking Disclosure.



**Sign Up for Online Banking**

You must currently be a member of this credit union to sign up for Home Banking, please enter your information below.

**Member Number**

**E-mail**

**Confirm Email**

**Social Security Number**

**Date of Birth**

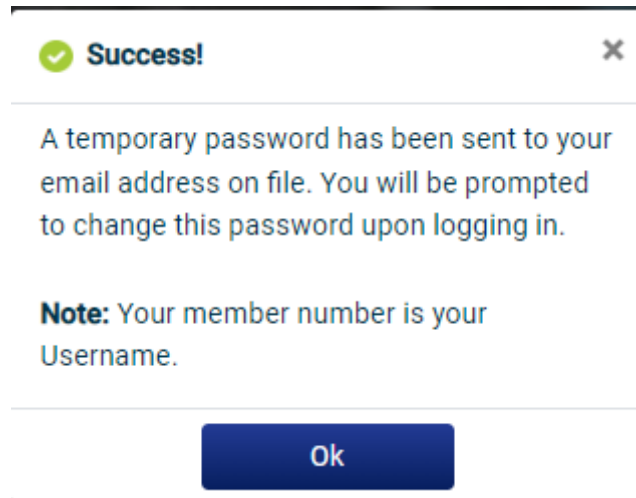
I acknowledge and agree I have read the terms of the [Online Banking Disclosure](#)

**Sign Up** **Cancel**

Once you have successfully entered your information and acknowledged you have read the Online Banking Disclosure you will receive the following message in the screen that appears below.

Your temporary password will be emailed to the email address you provided.

**You cannot log on until you receive the email containing your temporary password.** If you do not receive your temporary password, please check your Junk/Spam folder. If it is not in that folder, please contact the credit union and we will issue a temporary password.



After you Click "OK", you will be taken back to the login page. Enter your member number. If you click 'Remember Login ID', you will not have to input your Login ID on this browser/device the next time you log in.

Enter your temporary password. If you are on a browser and using a device you trust, you can click 'Remember Device' so that you will not have to answer a security question at every log in.

You will be prompted to enter your temporary/current password and then you will set your password. **Your new password must be 8-15 characters long and contain upper and lower case, at least one number, and a special character.**

Update Password

Password

New Password

Confirm Password

Once you have successfully set your new password, you will be prompted to set the answers to three (3) security questions. You may choose a question from each of the three groups. You will also set your Confidence Word or Phrase. (This will only appear when logging in, you won't need to enter it at any time.)

### Security Questions

What is the name of your first pet? >

Where did you meet your spouse for the first time? >

In what year (YYYY) did you graduate from high school? >

Confidence Word

Once you have completed this step, you have completed your enrollment. If you wish to change your Login ID to something other than your member number, you can go to **Profile & Settings** to do this.