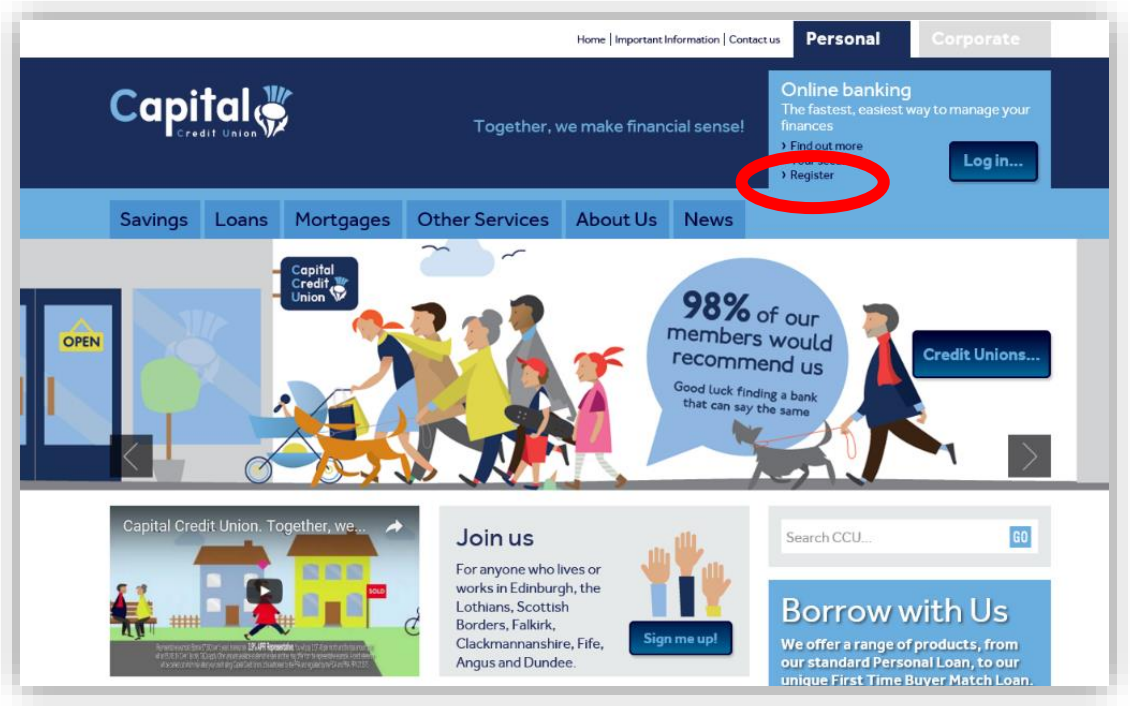
Getting started with online banking…

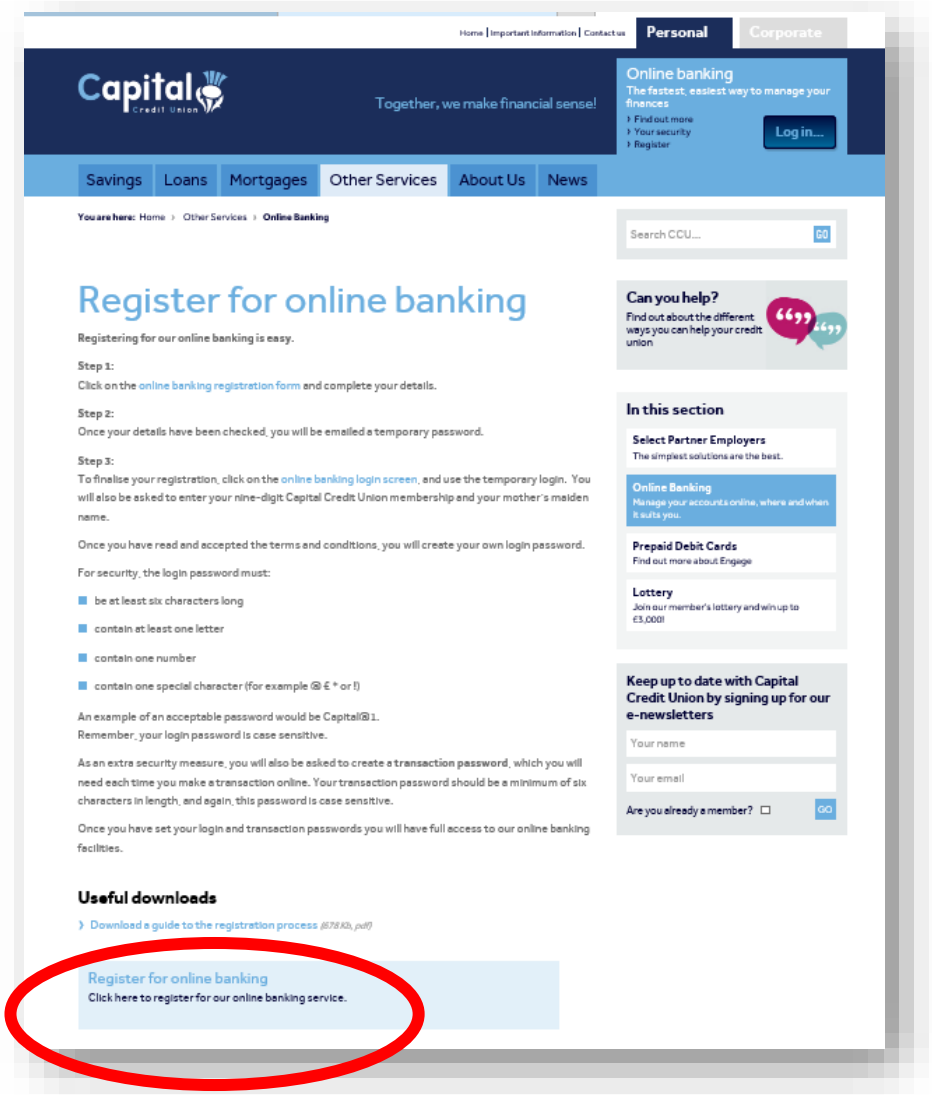
STEP 1

- Open up our website at www.capitalcreditunion.com
- Click on the word '**Register**' in the top right hand corner (circled red)



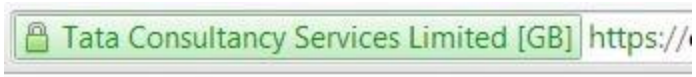
STEP 2

- You are now at our Registering for Online Banking page.
- Click on the blue panel marked '**Register for online banking**' at the bottom of the page (circled red):

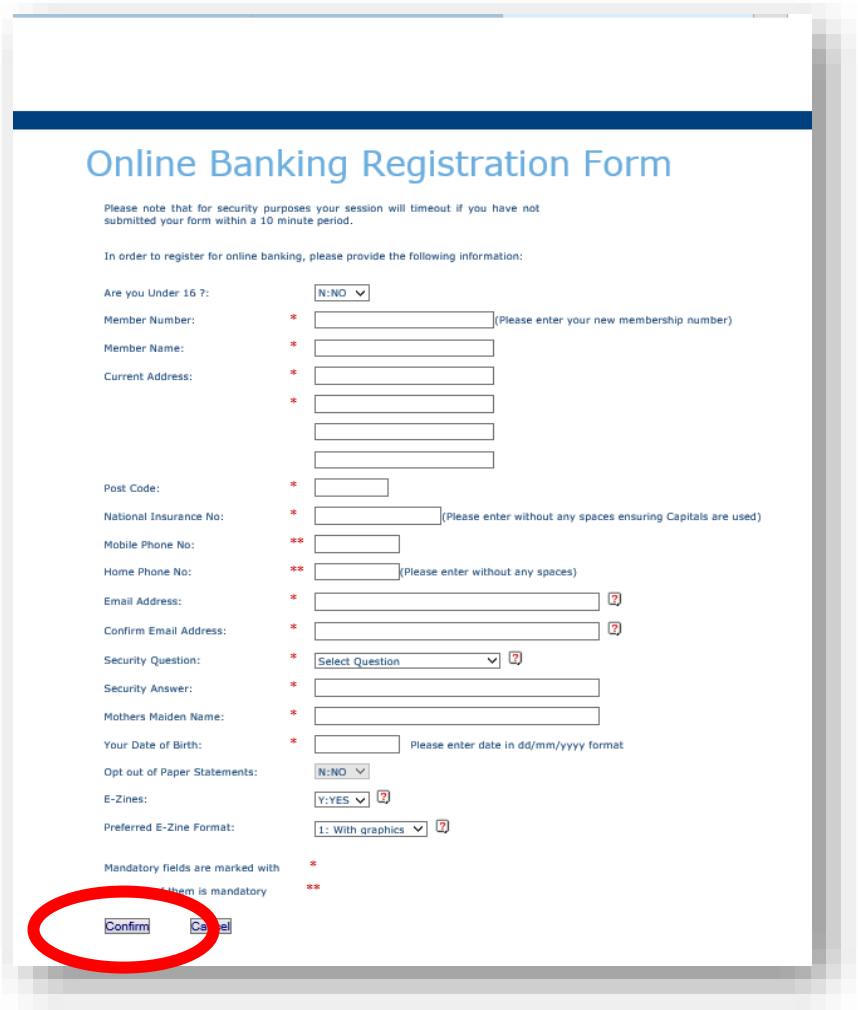


STEP 3

- A new page displaying an application form will appear.
- Check that: ○ the address panel at the top has turned green, the address now starts 'http**s**://' a little padlock has appeared before the words 'Tata Consultancy Services.'



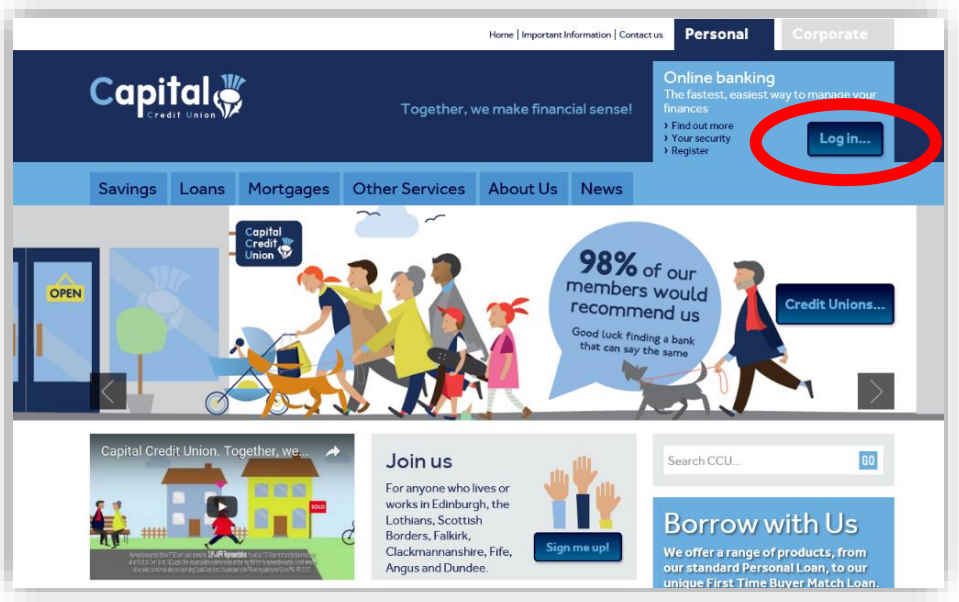
- Fill in your details, including your 9-digit Capital Credit Union membership number.
- Click **Confirm** (circled red)



- You will then see a confirmation page.
- Once your details have been verified you will receive an email from Capital Credit Union, containing a temporary password. Please note, <u>this process may take up to 48 hours.</u>

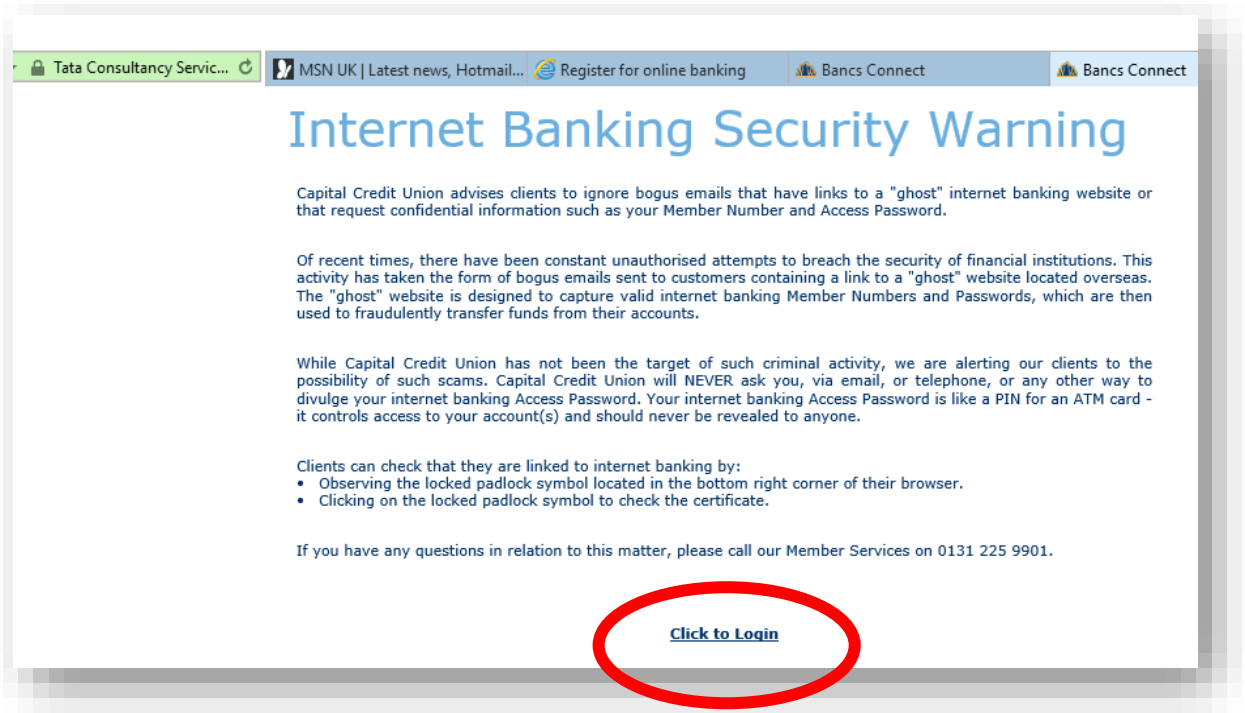
STEP 4

- When you have received your temporary password, by email, visit the Capital Credit Union website at www.capitalcreditunion.com
- Click on the Online banking '**Log in…**' button at the top right corner of the website.



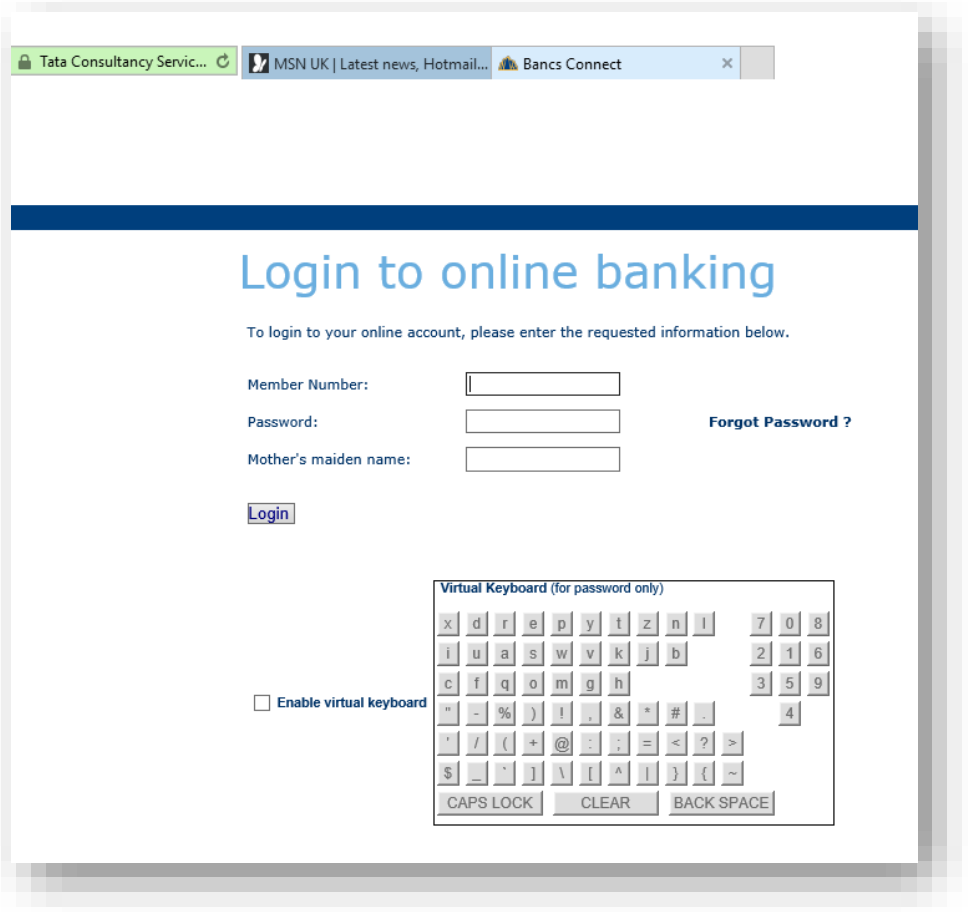
STEP 5

- A new page displaying an application form will appear.
- Check that the address panel at the top has turned green, and a little padlock has appeared before the words ‘Tata Consultancy Services Limited.’ This is the company which runs our banking software, ‘BANCS’
- Click on the words ‘**Click to login**’ at the bottom of the page (circled red)



STEP 6

- If you are logging into online banking for the very first time, remember you will need to enter: your **membership number**, your **temporary password** (that you will have received via email), your **Mother's maiden name**



STEP 7

- You will then be asked to create your own **Password**, as well as a **Transaction Password**.
- The **Password** you create must have one letter, one number, one special character from the keyboard and a minimum of six characters in length. For example, Scotland@1 would be acceptable.
- The **Transaction Password** is a password you will use once logged in to make any requests.
- If you have already logged in for the first time, you will already have created your password. Please use this password from now on.
- If at any time you forget your password please click 'Forgot Password', answer a few questions and your password can be re-set and sent to your e-mail.
- If you need any help when using your online account simply click the **'?'** icon on the top right-hand side of the page.