Sign Up For Free Online Banking, e-Statements, and Mobile Banking

New members may sign up for Online Banking online. Just click Enroll. Have your phone with you if you are signing up for Mobile Banking. *If you have forgotten your Security Code (password) click 'Forgot Security Code', do not re-enroll.*

Step 1: Visit www.calstatela-fcu.org

You will find the Online Banking login and enrollment links at the top right of the website. You will need to know your account number, last 4 digits of your social security number, and other identifying information.

Step 2: Enroll

Follow the prompts to complete your enrollment. You will be asked to select security questions, and a security phrase. Please note that the security phrase you select should never contain your Security Code (password).

Step 3: Set Your e-Statement Preference
Click on Self Service, then eStatements
If you do not wish to sign up for eStatements, skip down to Personalizing Your Account, pg 2
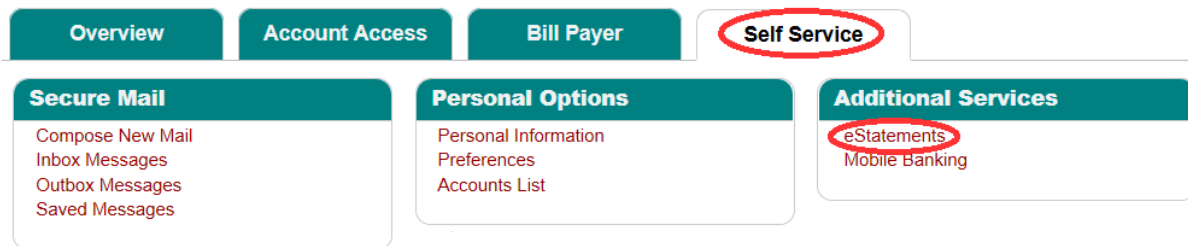

Follow the prompts to agree to the terms and conditions and enroll. An email will be sent each month when your statement is available.   For savings only accounts, an email will be sent each quarter when your statement is available.

If you do not receive our email notifications, check to make sure we have your current email address by logging in and clicking on Personal Information, located under the Self Service tab. If you are enrolled in e-Statements, you will be able to retrieve your statements in Online Banking even if you do not receive the email. Please be sure to keep us up to date on your email and postal addresses! If you ever forget your Security Code (password) click 'Forgot Security Code' at login and we will email you to reset your code.
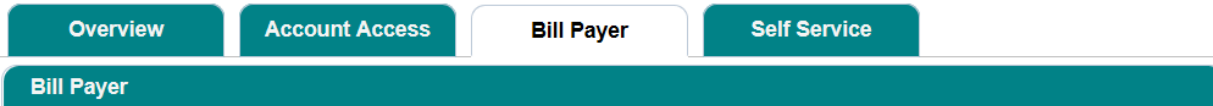
Step 4: Personalizing Your Account
Click on Self Service, then Accounts List.
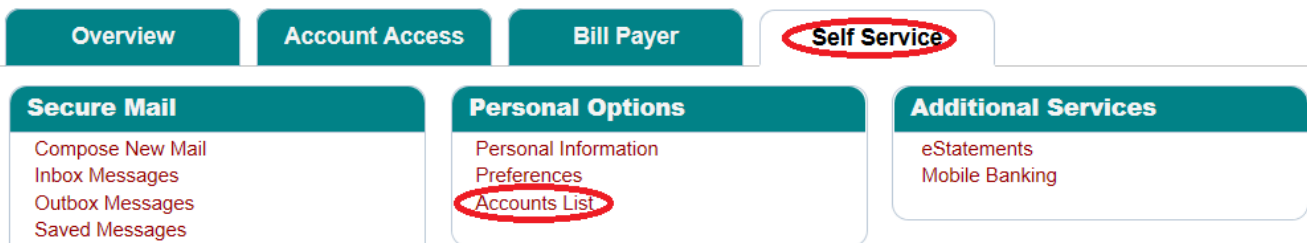
You can personalize the names of your accounts, instead of seeing the default names or numbers of the accounts.
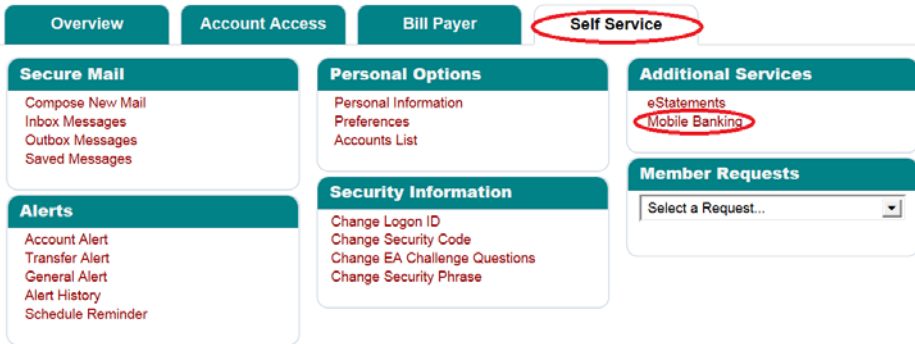
1

Step 5: Bill Payer

| Overview | Account Access | Bill Payer | Self Service |

Bill Payer

Click on the Bill Payer tab to add your bills or other bank accounts. Use PopMoney to pay people without knowing their account info - just a cell phone or email address.

Step 6: Mobile Banking

If you're not planning to use Mobile Banking, skip ahead to Alerts. (Self Service, then Account Alert.)

| Overview | Account Access | Bill Payer | Self Service |

Secure Mail
Compose New Mail
Inbox Messages
Outbox Messages
Saved Messages

Personal Options
Personal Information
Preferences
Accounts List

Additional Services
eStatements
Mobile Banking

Member Requests
Select a Request...

Alerts
Account Alert
Transfer Alert
General Alert
Alert History
Schedule Reminder

Security Information
Change Logon ID
Change Security Code
Change EA Challenge Questions
Change Security Phrase

Supported carriers include Verizon, AT&T, Sprint, Virgin Mobile, Boost, and Nextel.
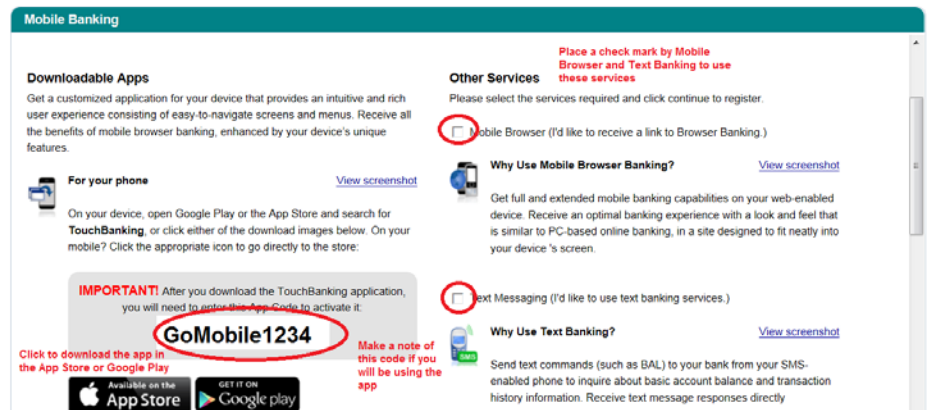
Click Sign Up to continue. Agree to the terms and conditions.

Select the services you would like to use.

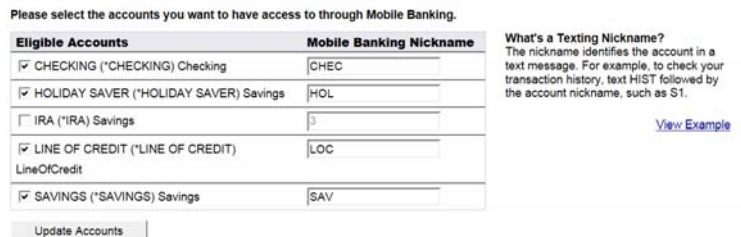**You can click the App store or Google Play store buttons to download the app.**

Make a note of the activation code for the app.

If you don't download the app here, you can download it from our website at calstatela-fcu.org/mobile

Mobile Banking

Downloadable Apps
Get a customized application for your device that provides an intuitive and rich user experience consisting of easy-to-navigate screens and menus. Receive all the benefits of mobile browser banking, enhanced by your device's unique features.

For your phone — View screenshot
On your device, open Google Play or the App Store and search for **TouchBanking**, or click either of the download images below. On your mobile? Click the appropriate icon to go directly to the store:

IMPORTANT! After you download the TouchBanking application, you will need to enter this App Code to activate it:

GoMobile1234

Click to download the app in the App Store or Google Play

Make a note of this code if you will be using the app

Available on the **App Store** — GET IT ON **Google play**

Other Services
Place a check mark by Mobile Browser and Text Banking to use these services
Please select the services required and click continue to register.

☐ Mobile Browser (I'd like to receive a link to Browser Banking.)

Why Use Mobile Browser Banking? — View screenshot
Get full and extended mobile banking capabilities on your web-enabled device. Receive an optimal banking experience with a look and feel that is similar to PC-based online banking, in a site designed to fit neatly into your device 's screen.

☐ Text Messaging (I'd like to use text banking services.)

Why Use Text Banking? — View screenshot
Send text commands (such as BAL) to your bank from your SMS-enabled phone to inquire about basic account balance and transaction history information. Receive text message responses directly

To use Text Banking, give your selected accounts a short nickname.

The nickname identifies the account in a text message. For example, to check your transaction history, text HIST followed by the account nickname, such as SAV. In this example, you would text HIST SAV to 71806 for your recent savings transaction history.

Please select the accounts you want to have access to through Mobile Banking.

Eligible Accounts	Mobile Banking Nickname
☑ CHECKING (*CHECKING) Checking	CHEC
☑ HOLIDAY SAVER (*HOLIDAY SAVER) Savings	HOL
☐ IRA (*IRA) Savings	3
☑ LINE OF CREDIT (*LINE OF CREDIT) LineOfCredit	LOC
☑ SAVINGS (*SAVINGS) Savings	SAV

Update Accounts

What's a Texting Nickname?
The nickname identifies the account in a text message. For example, to check your transaction history, text HIST followed by the account nickname, such as S1.

View Example

Mobile Banking

Your Mobile Device

Enter Your Mobile Phone Number [   ] For example, 5551234567

Enter your phone number without dashes or spaces and click continue.

You will receive a series of text messages.

The text messages will include the text shortcode and a link to the mobile browser login (if you signed up for these services) and the activation code you will enter on this page. Please note that the <u>app activation code</u> will not be sent via text; it is provided on the services selection page (see previous page.)

Enter Activation Code

Enter the activation code we sent to your phone.

Activation Code [   ] [Activate]

Step 7: Alerts
Click on Self Service and then Account Alerts to set up your alerts.

Overview	Account Access	Bill Payer	**Self Service**

Secure Mail
Compose New Mail
Inbox Messages
Outbox Messages
Saved Messages

Personal Options
Personal Information
Preferences
Accounts List

Additional Services
eStatements
Mobile Banking

Member Requests
Select a Request... ▼

Alerts
Account Alert
Transfer Alert
General Alert
Alert History
Schedule Reminder

Security Information
Change Logon ID
Change Security Code
Change EA Challenge Questions
Change Security Phrase

Use the drop down box to select the account on which you want alerts, and how you wish to receive them.

Overview	Account Access	Bill Payer	Self Service

Account Alert CHECKING -- Checking ▼

CHECKING -- Checking
IRA -- Share IRA
LINE OF CREDIT -- Credit Line
SAVINGS -- Savings
HOLIDAY SAVER -- Savings

Enter information ... Select an account

For account CHE...

☑ My account balance is below $ 300.00   or is above $ [   ]   member@email.com ▼   email and SN ▼

☐ A direct deposit over $ [   ] has posted to this account.   member@email.com ▼   email only ▼

☐ A deposit over $ [   ] has posted to this account.   member@email.com ▼   email only ▼

☐ An ATM withdrawal or Debit transaction exceeds $ [   ].   member@email.com ▼   email only ▼

☑ A check/draft has cleared for more than $ 1,000.00 .   member@email.com ▼   email and SN ▼

☑ A withdrawal exceeds $ 1,000.00 .   member@email.com I ▼   email and SN ▼

☐ A transaction is rejected due to insufficient funds.   member@email.com ▼   email only ▼

☐ Insufficient funds cause overdraft protection to occur.   member@email.com ▼   email only ▼

☐ Insufficient funds cause a courtesy pay to occur.   member@email.com ▼   email only ▼

Balance Reminder

☐ Of my balance Only Once ▼ starting on [   ] (mm/dd/yyyy) . member@email.com ▼   email only ▼

[OK]   [Check/Draft Alert]

SMS will only be shown as an option if you have signed up for Mobile Banking with Alerts. If you have not signed up for alerts, you can click on Self Service and Mobile Banking and enroll for alerts.

Need to change your email address? Click Self Service and Personal Information.

Please note that alerts take up to 24 hours to become active.

Making Changes
If you want to change your phone number or add a new device or service, log in to Online Banking and click Self Service, then Mobile Banking.

Enjoy using your Online and Mobile Banking! Please call us at 323-505-2600 with any questions.