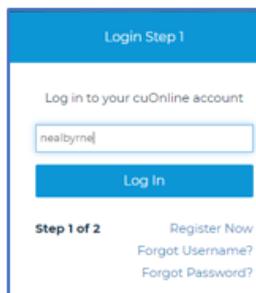


Secure Customer Authentication (SCA) & cuOnline +

Account Access

Existing cuOnline+ Members

From September there will be an additional level of security that you must enter in order to be able to access your account. Please note that you will only need to enter your PIN once to activate the new security login following which the PIN will no longer be required as a new 3 step process will then be followed for all subsequent log ins



Login Step 1

Log in to your cuOnline account

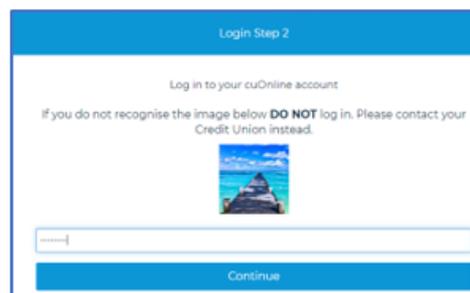
nealbyrne

Log In

Step 1 of 2

Register Now
Forgot Username?
Forgot Password?

Step 1. Enter Username



Login Step 2

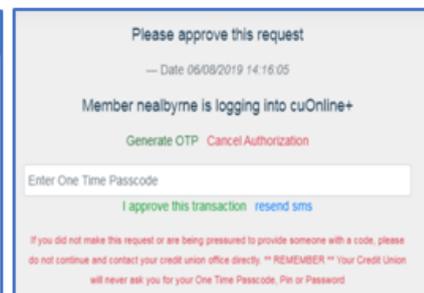
Log in to your cuOnline account

If you do not recognise the image below **DO NOT** log in. Please contact your Credit Union instead.



Continue

Step 2. Enter Pin



Please approve this request

— Date 05/08/2019 14:16:05

Member nealbyrne is logging into cuOnline+

Generate OTP Cancel Authorization

Enter One Time Passcode

I approve this transaction resend sms

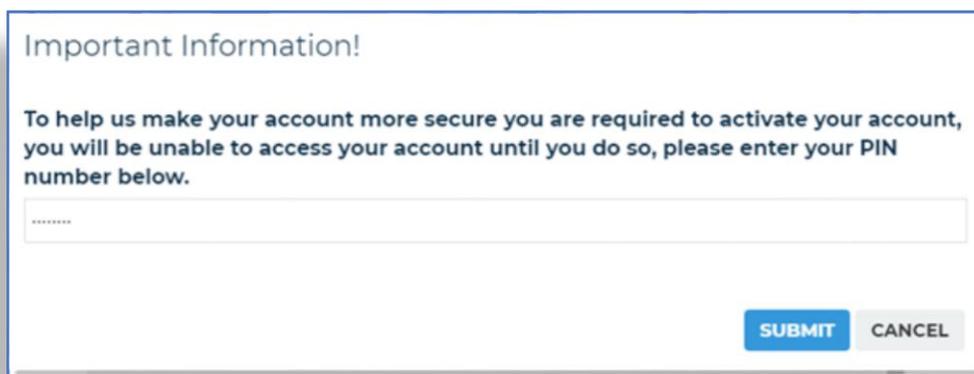
If you did not make this request or are being pressured to provide someone with a code, please do not continue and contact your credit union office directly. ** REMEMBER ** Your Credit Union will never ask you for your One Time Passcode, Pin or Password

Step 3. Click Generate OTP
Enter Code
Click 'I approve this transaction'

New cuOnline+ members: first time access

There will be an additional one-time activation security step for members accessing their accounts for the first time as follows.

1. Enter username Click login
2. Enter password Click continue
3. Generate OTP Click Generate OTP – You will receive a secure SMS
The code within the SMS must be entered at this point
Click I approve this transaction
4. Enter activation PIN Click submit

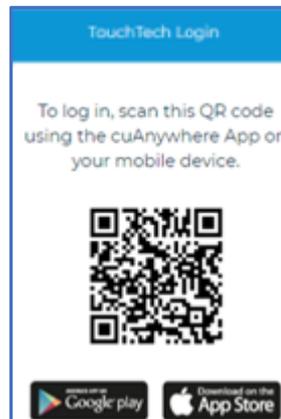


Important Information!

To help us make your account more secure you are required to activate your account, you will be unable to access your account until you do so, please enter your PIN number below.

SUBMIT CANCEL

Once you have established your online access, you can speed up your login process by using the cuAnywhere app to scan the QR code and use your fingerprint or facial recognition to login automatically



Setting up a new payee

If you wish to set up a new payee within cuOnline a new additional security step will be required. You will need to **'Generate OTP'**

1. Click on Payments option on left hand side
2. Click on 'Manage Payees' button
3. Navigate to 'Set up a new payee' and click next

A screenshot of a web form titled "SET UP A NEW PAYEE" with a sub-header "Enter Payee Details" and "Step 1 of 3". The form contains the following text: "IMPORTANT INFORMATION REGARDING PAYMENT REQUESTS", "Please note that all payments put through this facility are treated as requests to the Credit Union and are subject to approval and to the following conditions:", a bulleted list of three conditions, and a note: "Note that acceptance of your request by cuOnline is NOT confirmation of the transfer or payment having been completed." At the bottom left, there are two buttons: a red "Cancel" button and a green "Next" button with a mouse cursor hovering over it.

4. Enter the new payees banking details, then click next

Choose Category Of Payment Step 2 of 3

Personal Payment
 Bill Payment

Enter Payee Banking Details

Payee Name :
 Account Name :
 Payment Reference :
 IBAN :
 BIC :

5. Enter your password, then click confirm

SET UP A NEW PAYEE Step 3 of 3

Note: It is very important to check that you have entered the correct details as the Credit Union is not responsible for errors with the transfer if incorrect details are entered.

Please enter your password :

6. Generate the OTP, enter the code, then click approve transaction to set up the new payee

SET UP A NEW PAYEE Step 3 of 3

Note: It is very important to check that you have entered the correct details as the Credit Union is not responsible for errors with the transfer if incorrect details are entered.

Please enter your password :

Please approve this request

— Date 15/08/2019 12:10:15

Vet

Account : AIBKGB2L , GB33BUKB20201555555555

[Generate OTP](#)
[Cancel Authorization](#)

[I approve this transaction](#)
[resend sms](#)

If you did not make this request or are being pressured to provide someone with a code, please do not continue and contact your credit union office directly. **** REMEMBER **** Your Credit Union will never ask you for your One Time Passcode, Pin or Password

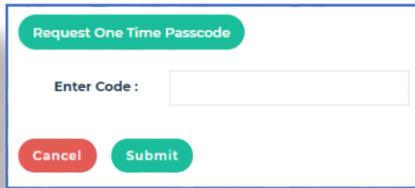
Adding/amending a recurring payment

If you wish to add/amend a recurring payment within cuOnline a similar additional security step will be required. You will need to **'Generate OTP'**

1. Click on Payments option on left hand side
2. Click on 'My Regular Payments' button



3. Make changes by clicking the edit icon
4. Enter changes and click on generate One Time Passcode, Enter Code, click submit

A dialog box with a white background and a blue border. At the top, there is a green rounded rectangle containing the text "Request One Time Passcode". Below this, the text "Enter Code :" is followed by a white rectangular input field. At the bottom left, there is a red rounded rectangle with the text "Cancel". At the bottom right, there is a green rounded rectangle with the text "Submit".

What action do you need to take?

To continue to access your account and make payments using our online channels **please ensure that we have your up to date mobile phone number.**

If you have any further questions around PSD2, please feel free to contact us on 051-861600.