

New Digital Banking Experience

Take a tour of the enrollment
process for our new Online
and Mobile Banking platforms



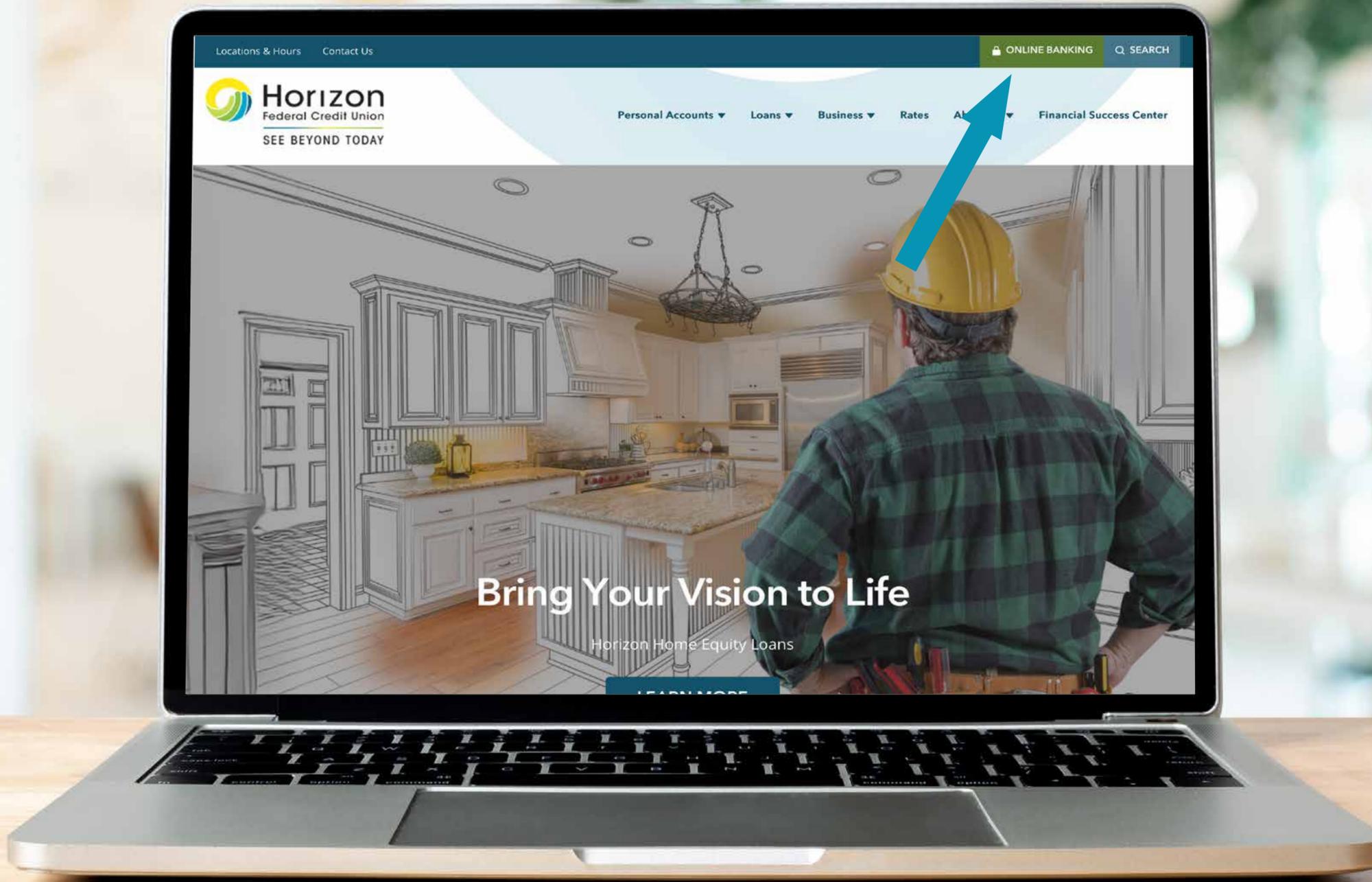
Horizon
Federal Credit Union





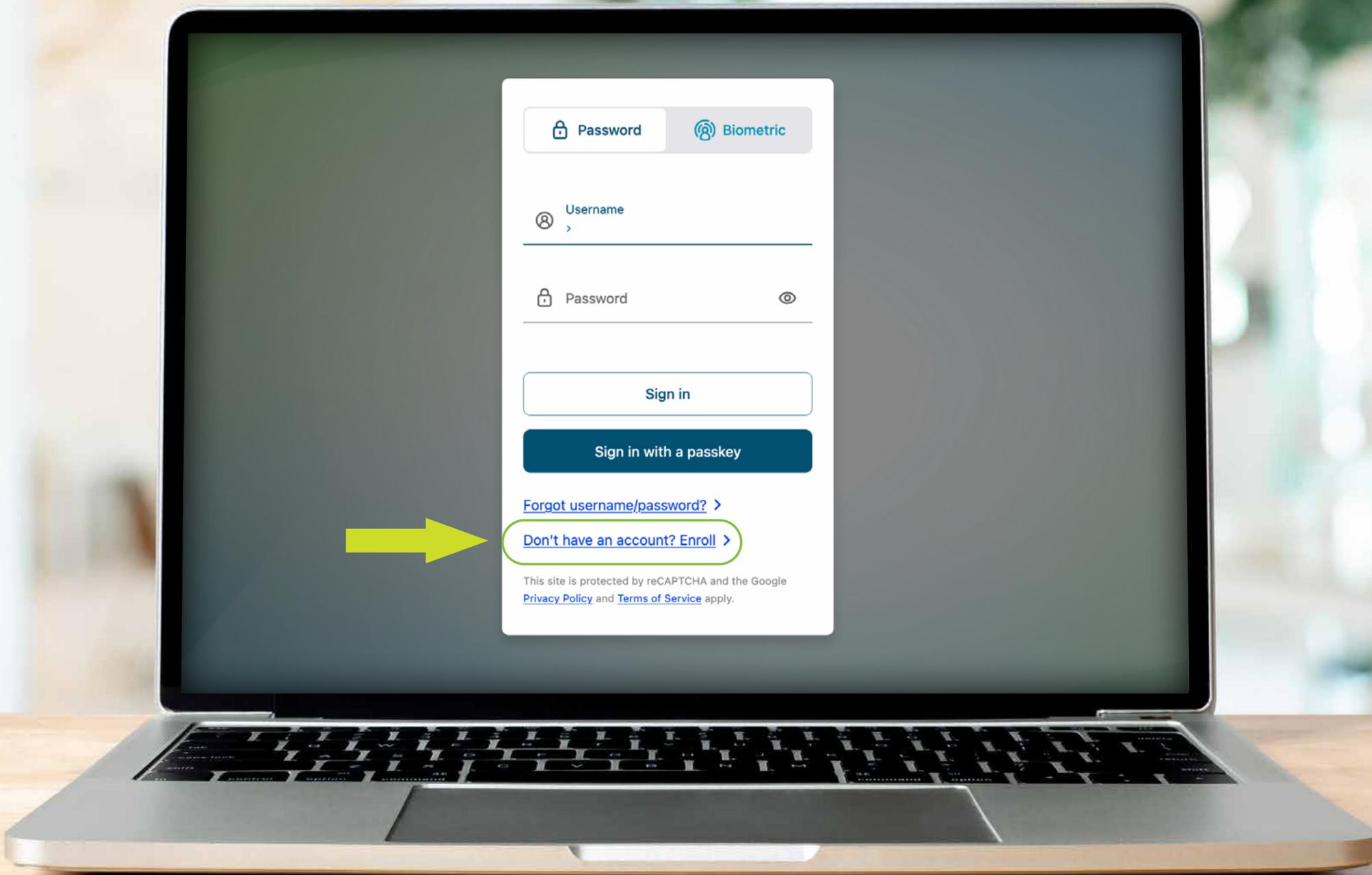
To start, navigate to the Online Banking login box on our home page horizonfcu.org and click **Login** or download the new mobile banking app and tap **Enroll**. The enrollment steps are the same for both.

To enroll in mobile banking, you must first download the new app.





From the login box,
click ***Don't have an
account? Enroll.***

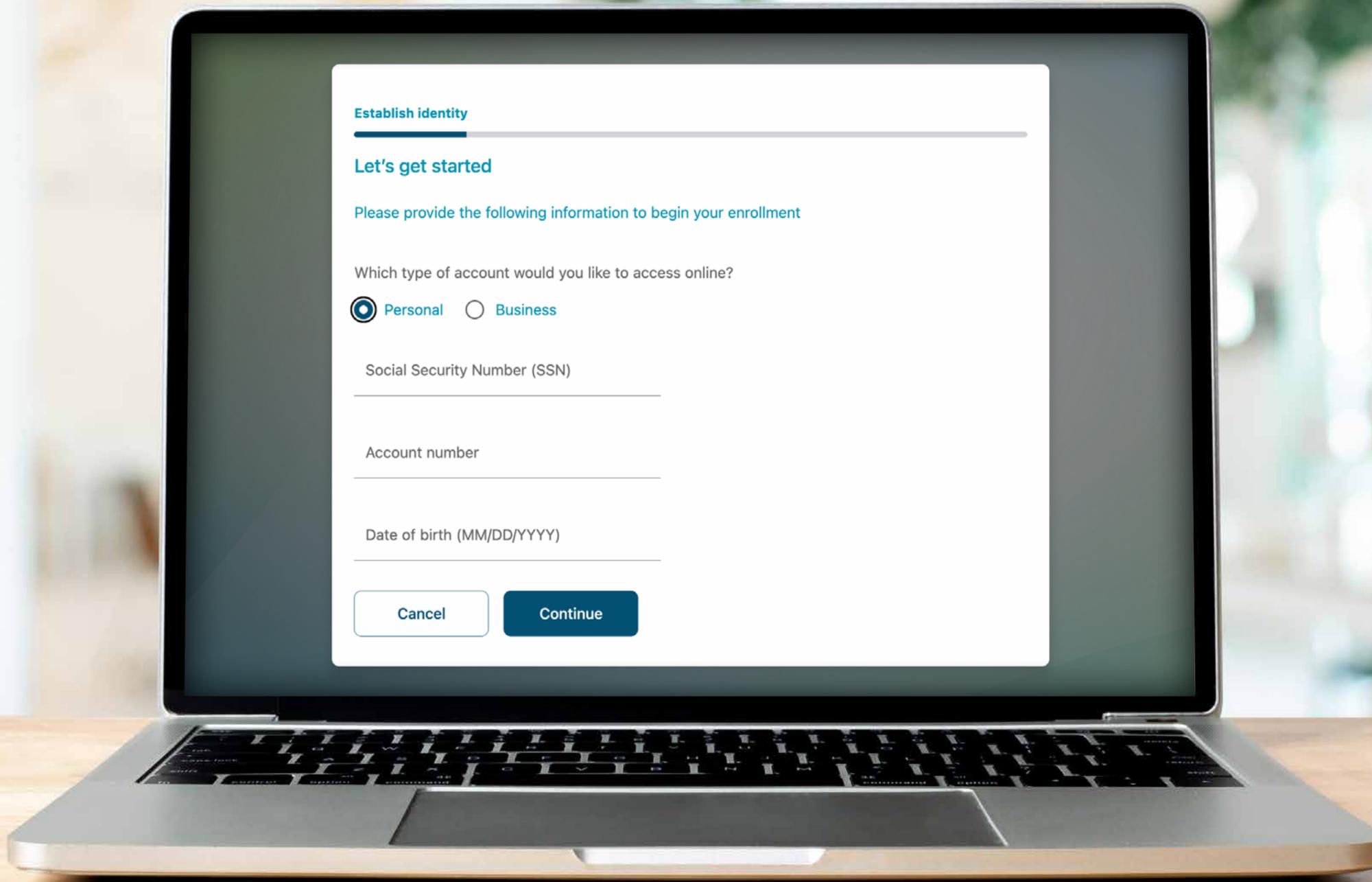




Establish Identity

- Enter your full 9-digit Social Security number, account number, and date of birth.
- For business members, select "Business" and enter the Tax Identification number associated with your account.

Click **Continue**.





Establish Identity

Confirm your
contact information.

Click ***Continue***.

Contact information

Please confirm your contact information

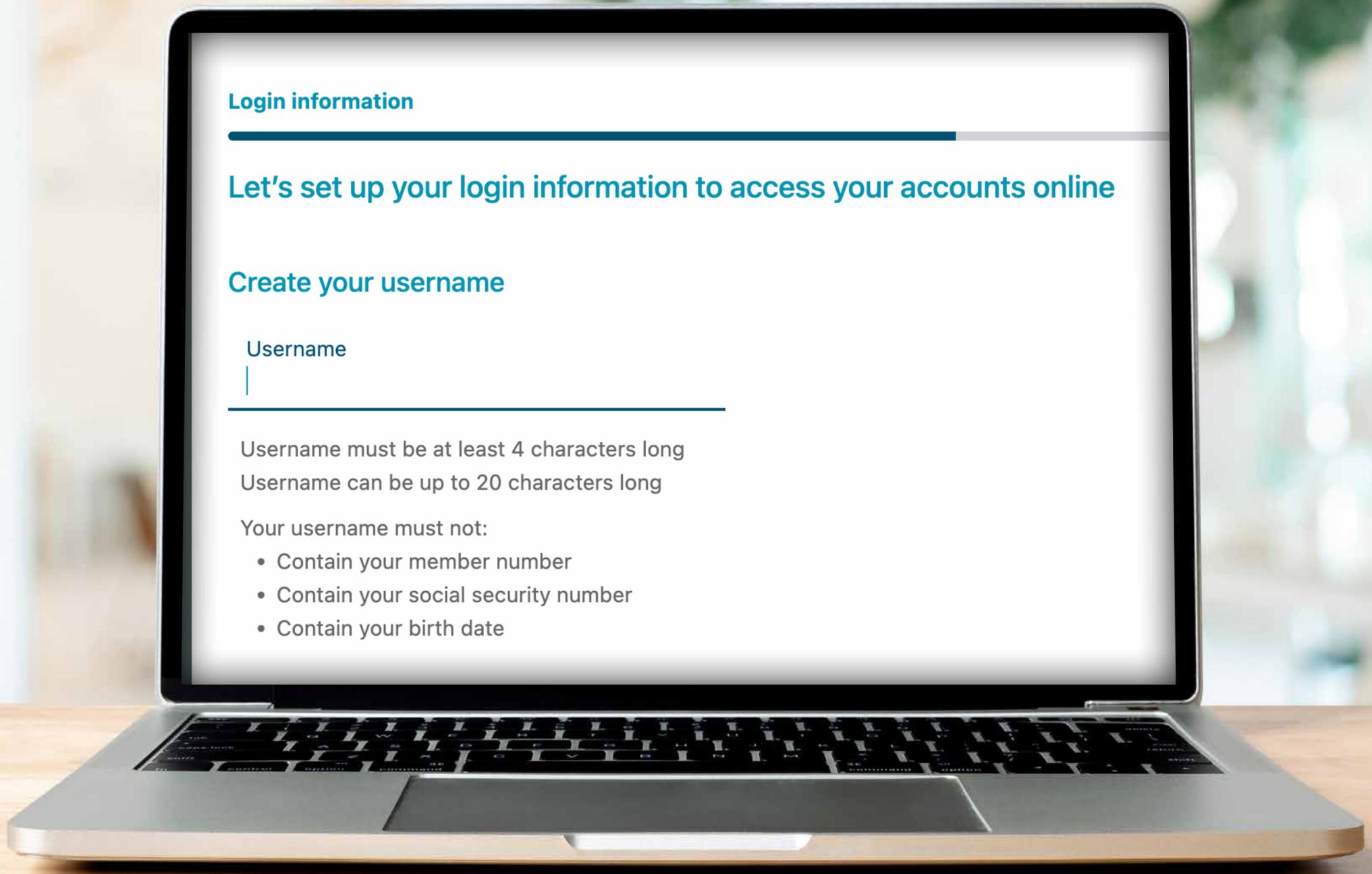
We need to verify your contact information to continue enrollment.

Email address

Mobile phone

Cancel

Continue



Create Your Username

You can use the same username that you were using before as long as it meets the criteria.

- ✓ Must be between 4 - 20 characters long.
- ✓ Cannot contain your member number, Social Security number, or date of birth.

Create your password

Password



Password must be at least 12 characters long

Password can be up to 20 characters long

Your password must not contain the following:

- Your birth date
- Your member number
- Your social security number
- Username

Your password must contain the following:

- At least one lowercase letter (a through z)
- At least one uppercase letter (A through Z)
- At least one number
- At least one special character



Create Your Password

You can use the same password that you were using before as long as it meets the following criteria:

- ✓ Must contain between 12-20 characters, including at least one lowercase letter, one uppercase letter, one number, and one special character.
- ✓ Cannot contain your birth date, member number, Social Security number or username.



Confirm your password.
Check your password
security.

Click ***Continue.***

Password



Password must be at least 12 characters long
Password can be up to 20 characters long

Your password must not contain the following:

- Your birth date
- Your member number
- Your social security number
- Username

Your password must contain the following:

- At least one lowercase letter (a through z)
- At least one uppercase letter (A through Z)
- At least one number
- At least one special character

Strength:



 Check your password security

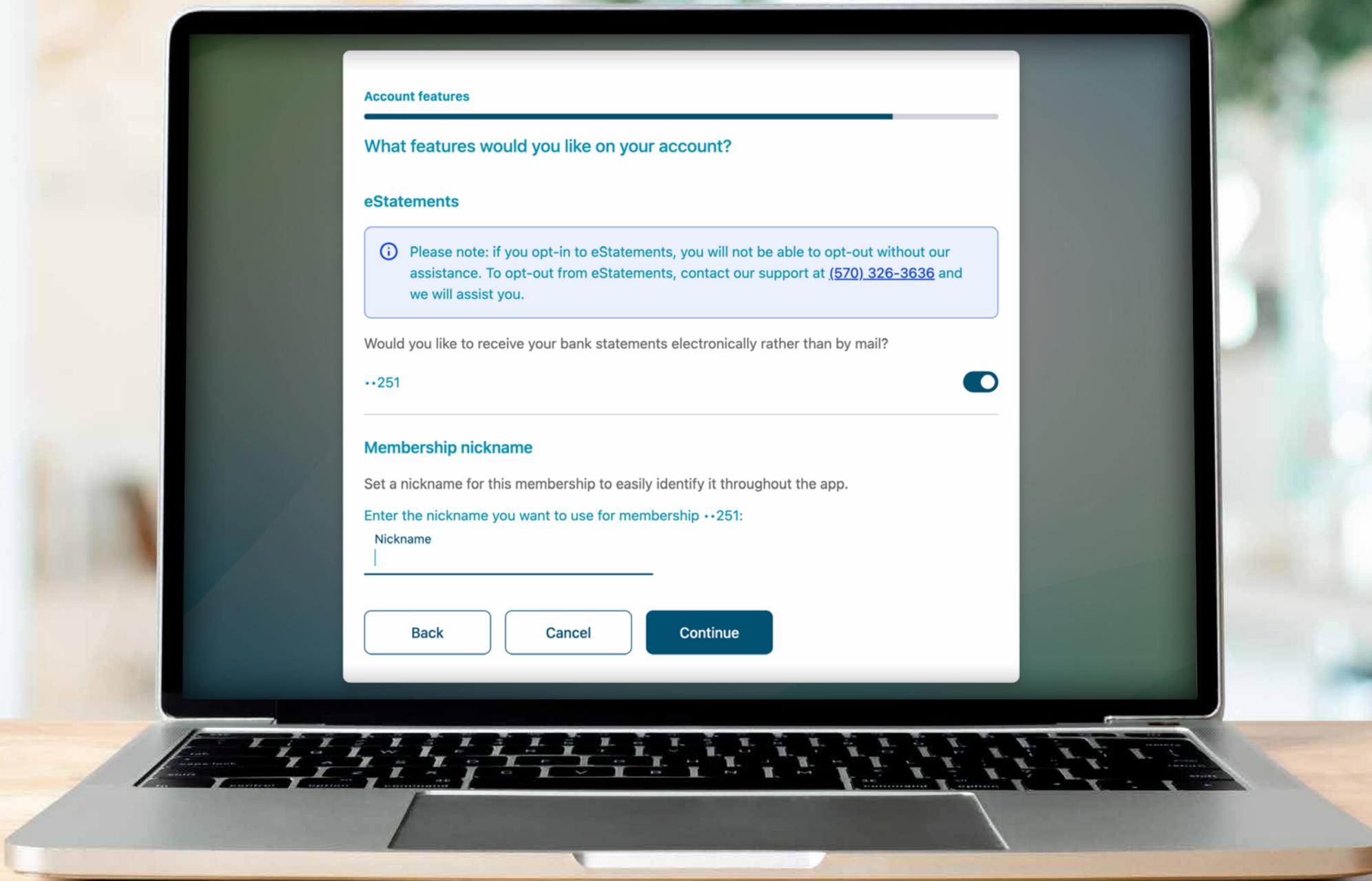




Account Features

Toggle the button if you would like to receive electronic statements. Create a membership nickname to use with our app.

Click **Continue**.





You're Almost Done!

Please review
your information.

Read the Terms
and Conditions.

Confirmation

Review & Submit

You're almost done. Please check your information before you submit.

Account information

Username
member207

Email address
member207@gmail.com

Mobile phone
(987) 654-3210

Agreement

By checking this box, you acknowledge that you have read and agreed to the terms below.

[Read the Terms and Conditions](#)



Check the box to
acknowledge you've read
the Terms and Conditions.

Click **Confirm and Enroll**.

Review & Submit

You're almost done. Please check your information before you submit.

Account information

Username
member207

Email address
member207@gmail.com

Mobile phone
(987) 654-3210

Agreement

By checking this box, you acknowledge that you have read and agreed to the terms below.

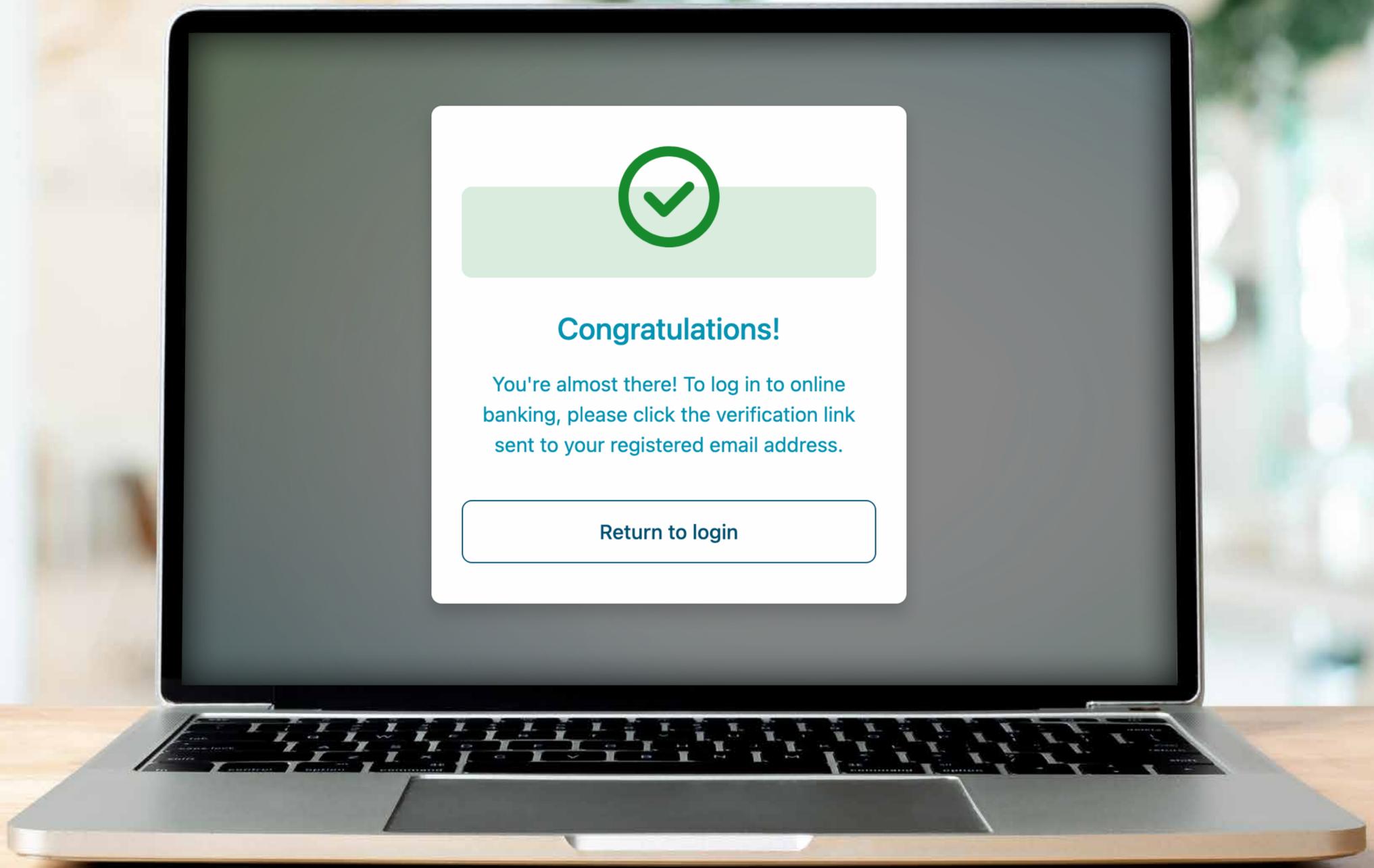
[Read the Terms and Conditions](#)

i Before you can log in, we'll need to verify your email to finalize your enrollment. Please make sure Member.Engagement@horizonfcu.org is set as a trusted sender so the email doesn't go into your spam folder. Once you receive the email, just click on the link and log in to your account!

Back

Cancel

Confirm and Enroll



Congratulations!

You will receive an email for verification instructions to complete the enrollment process.

Click ***Return to login.***



To protect your account,
we require that all new
users verify their email
address.

Click ***Send verification
email.***

Please verify your email address

To protect your account, we require that all new users verify their email address. Please check your inbox for a verification email, and verify your email address by clicking the link in that message.

Didn't get the email?

If you didn't receive the verification email, you can request another. It may take up to 10 minutes to arrive. Be sure to check your spam/junk folder.

Wrong address? [Contact us](#) to change your email.

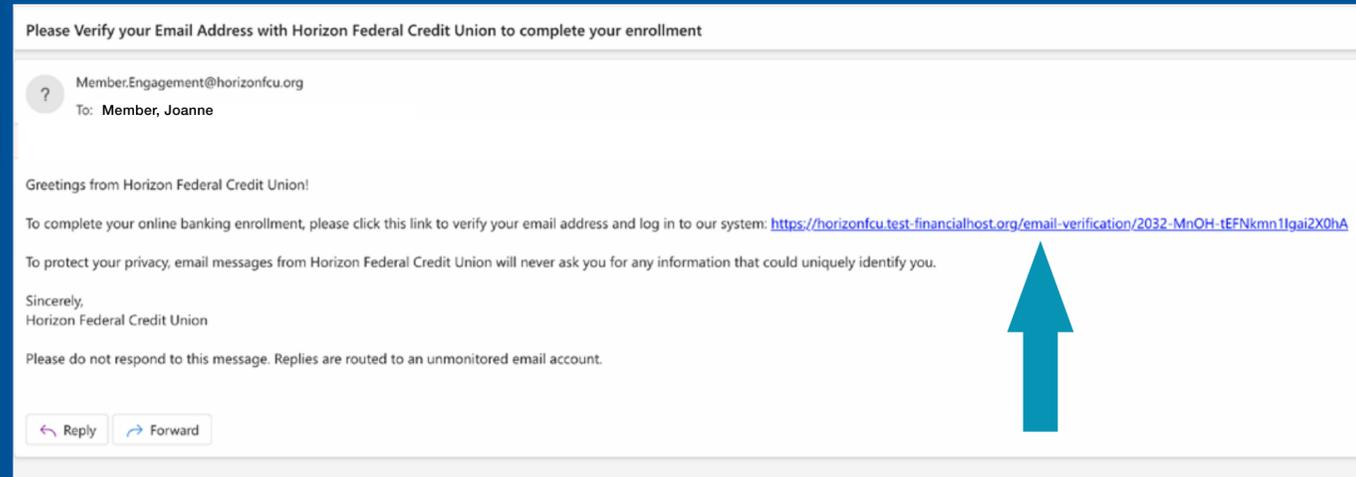
Email
member207@gmail.com

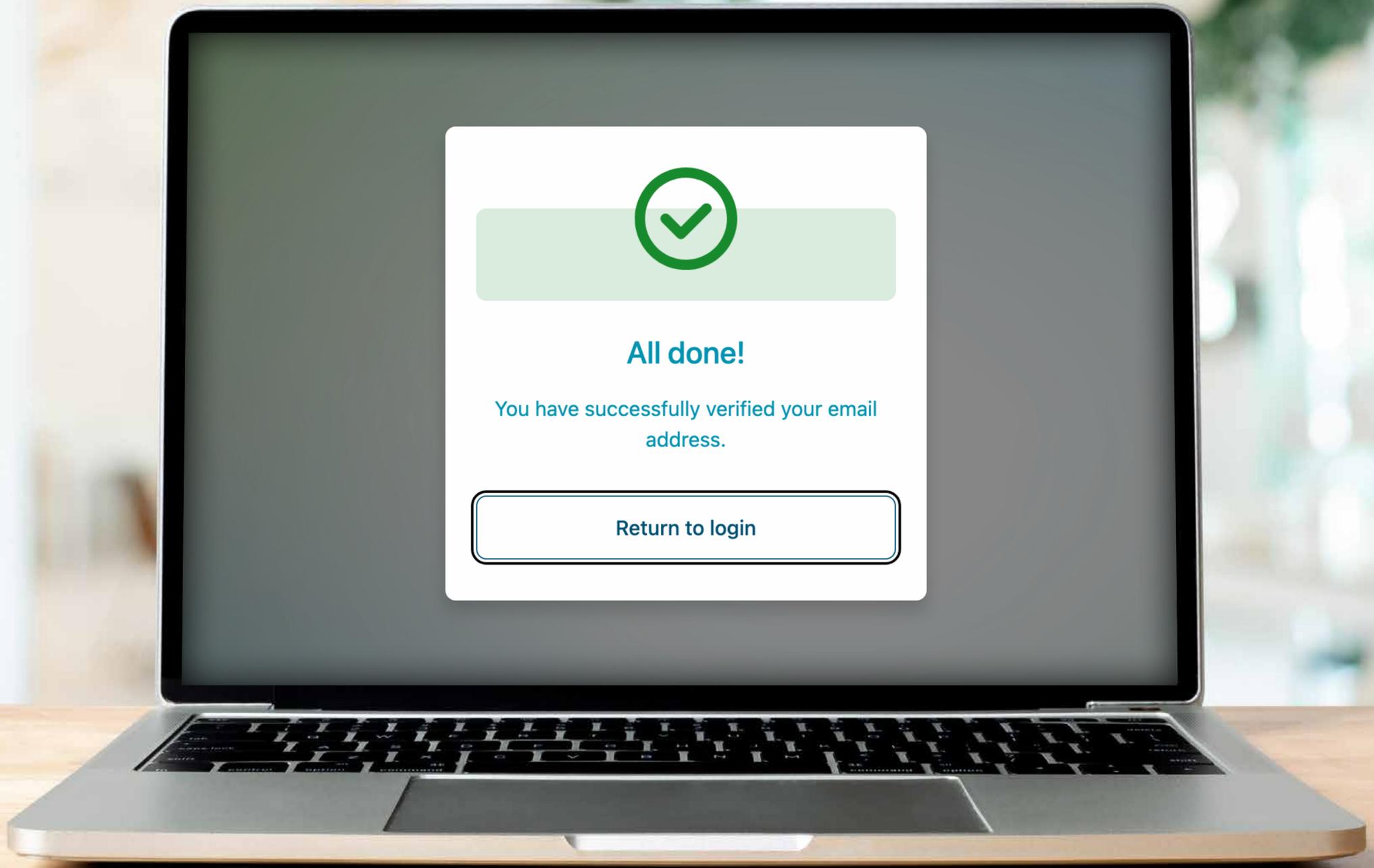
Send verification email

Return to login



Click the verification link
in the email to complete
enrollment.





Complete!

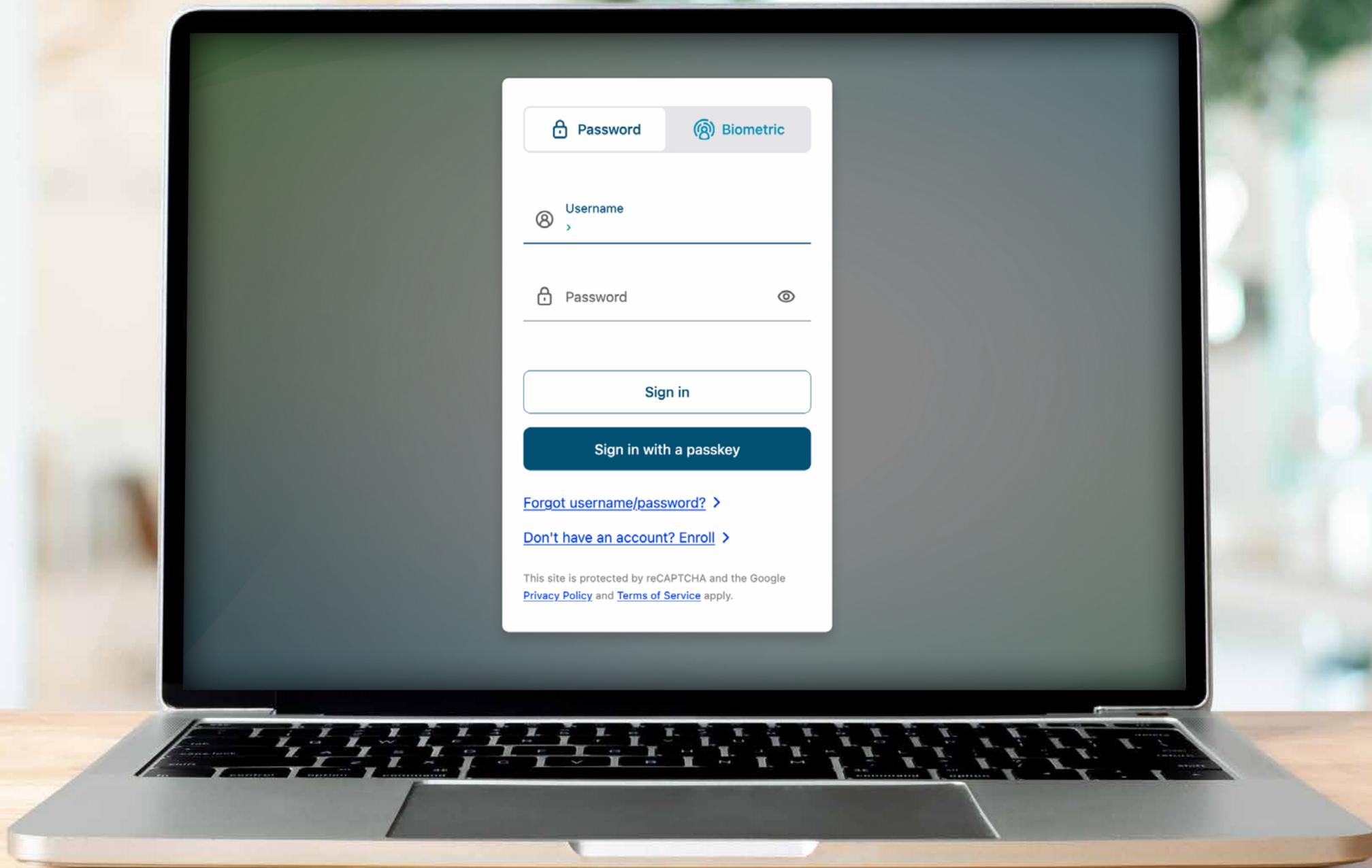
You have successfully
verified your email.

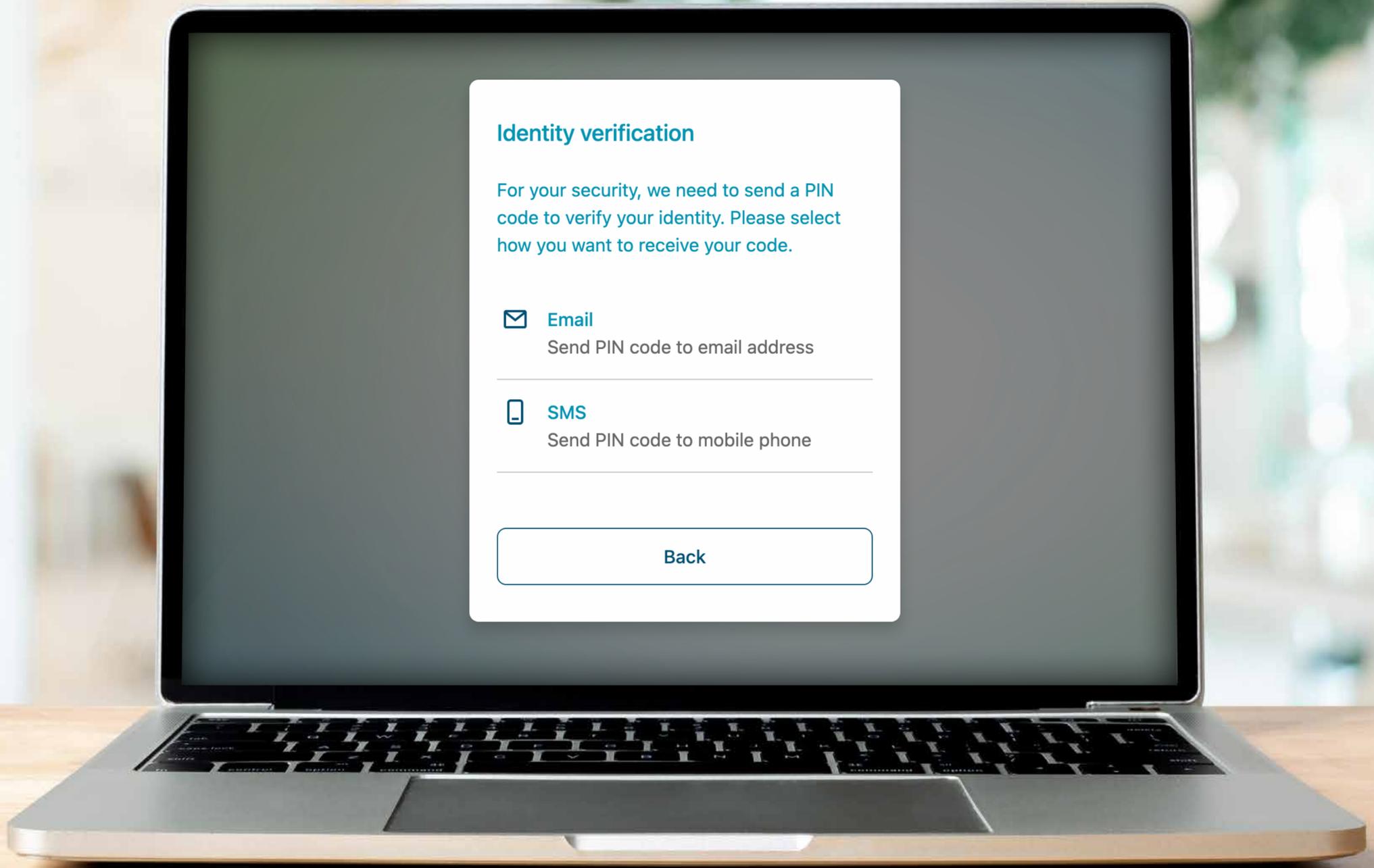
Click ***Return to Login.***



Enter your new username
and password.

Click ***Sign In.***





For your security, we need to send a PIN code to verify your identity.

Select how you want to receive your code — via email or text.



Enter the PIN code.

Click ***Submit***.

Enter PIN code

We've sent you a PIN code to your email member207@gmail.com. Please enter the code below.

Submit

Return to login



For additional security,
we strongly suggest you
create a passkey code.

Click **Create a new
passkey** and follow
the instructions.



Improve security using a passkey

-  **No need to remember passwords**
You can use your fingerprint or face to log in with passkeys
-  **Passkeys work on all your devices**
Passkeys will automatically be available across all of your synced devices
-  **Enable state-of-the-art security**
Passkeys work alongside password and provide state-of-the-art phishing protection

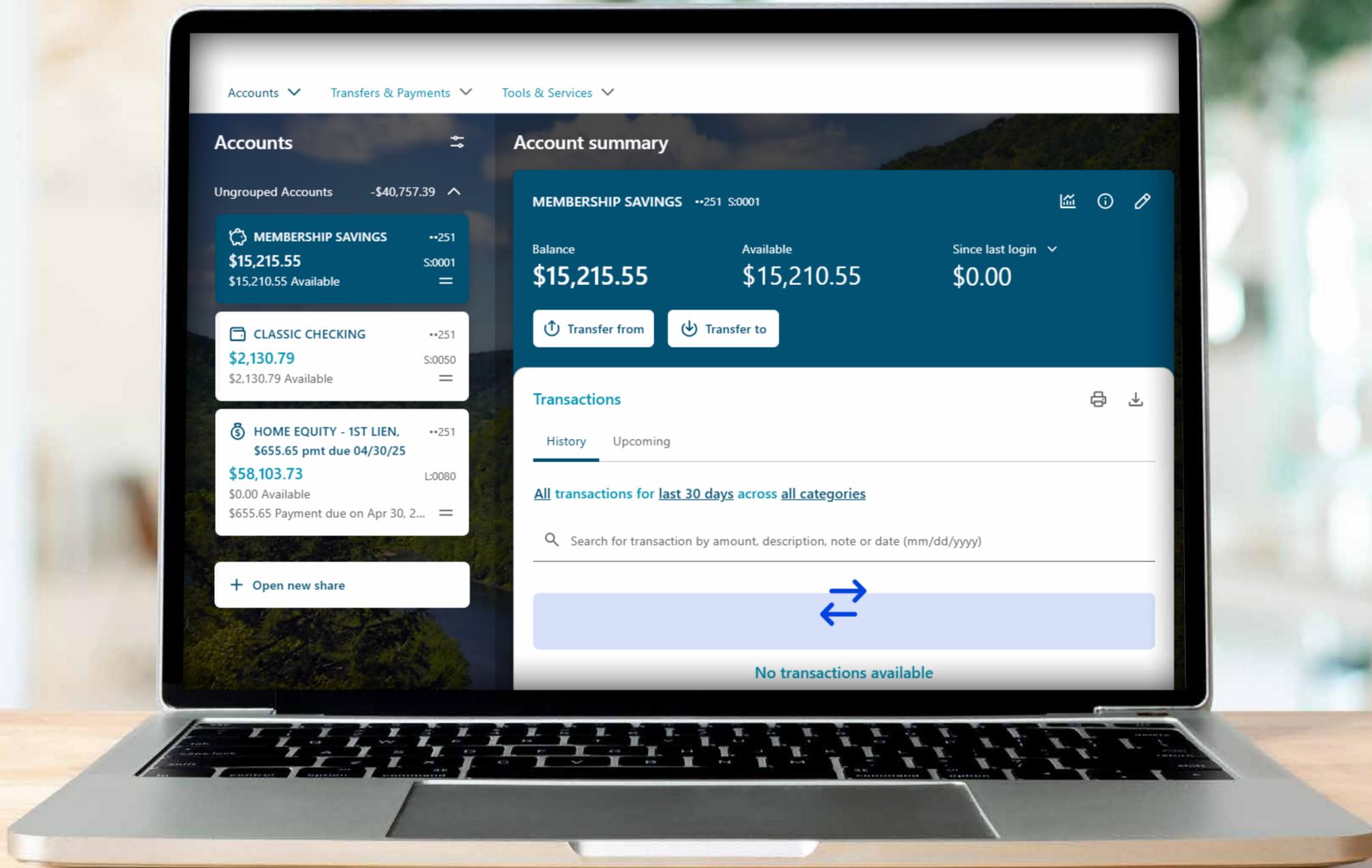
[Create a new passkey](#)

[Remind me later](#)

[Don't show again for this browser](#)



Welcome to Horizon Digital Banking!





Horizon
Federal Credit Union