# New Digital Banking Experience

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









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

#### Let's get started

Please provide the following information to begin your enrollment

Which type of account would you like to access online?



O Personal O Business

Social Security Number (SSN)

Account number

Date of birth (MM/DD/YYYY)

Cancel	Continue





### **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.



#### **Contact information**

#### Please confirm your contact information

We need to verify your contact information to continue enrollment.

Email address

Mobile phone

Cancel

Continue





### **Establish Identity**

Confirm your contact information.

Click Continue.

#### Login information

#### Let's set up your login information to access your accounts online

#### Create your username

#### Username

Username must be at least 4 characters long Username can be up to 20 characters long

Your username must not:

- Contain your member number
- Contain your social security number
- Contain your birth date





### **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

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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.



#### Password

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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





Confirm your password. Check your password security.

Click Continue.

#### Account features

#### What features would you like on your account?

#### eStatements

(i) Please note: if you opt-in to eStatements, you will not be able to opt-out without our assistance. To opt-out from eStatements, contact our support at (570) 326-3636 and we will assist you.

Would you like to receive your bank statements electronically rather than by mail?

#### ••251

#### Membership nickname

Set a nickname for this membership to easily identify it throughout the app.

Enter the nickname you want to use for membership ••251:

#### Nickname

Back

Cancel

Continue





### **Account Features**

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

Click **Continue**.

#### 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.
<u>Read the Terms and Conditions</u>





### You're Almost Done!

Please review your information.

Read the Terms and Conditions.

Review & Su	omit	
You're almost d	one. Please check your information before you submit.	
Account infor	nation	
Username		
member207		
Email address		
member207@g	mail.com	
Mobile phone		
(987) 654-3210		
Agreement		
By checking	g this box, you acknowledge that you have read and agreed to the te	erms belov
Read the Te	erms and Conditions	
i Before y	ou can log in, we'll need to verify your email to finalize your enrollme	ent. Please
make su	re Member.Engagement@horizonfcu.org is set as a trusted sender s	o the ema
doesn't g	go into your spam folder. Once you receive the email, just click on the	ie link and
Back	Cancel Confirm and Enroll	





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

### Click Confirm and Enroll.

#### **Congratulations!**

You're almost there! To log in to online banking, please click the verification link sent to your registered email address.

Return to login





### **Congratuations!**

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

Click Return to login.



#### 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





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

## Click Send verification email.

Please Verify your Email Address with Horizon Federal Credit Union to complete your enrollment     ?   Member.Engagement@horizonfcu.org     To:   Member, Joanne
Greetings from Horizon Federal Credit Union! To complete your online banking enrollment, please click this link to verify your email address and log in to our system: <a href="https://horizonfcu.test-financialhost.org/email-verification/2032">https://horizonfcu.test-financialhost.org/email-verification/2032</a> To protect your privacy, email messages from Horizon Federal Credit Union will never ask you for any information that could uniquely identify you. Sincerely, Horizon Federal Credit Union Please do not respond to this message. Replies are routed to an unmonitored email account.





### 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.

#### **Identity verification**

For your security, we need to send a PIN code to verify your identity. Please select how you want to receive your code.

🗹 Email

Send PIN code to email address

SMS

Send PIN code to mobile phone

Back





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 PIN code

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

Submit

Return to login





### Enter the PIN code.

### Click **Submit**.







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

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





## Welcome to Horizon Digital Banking!



## **HORIZON** Federal Credit Union