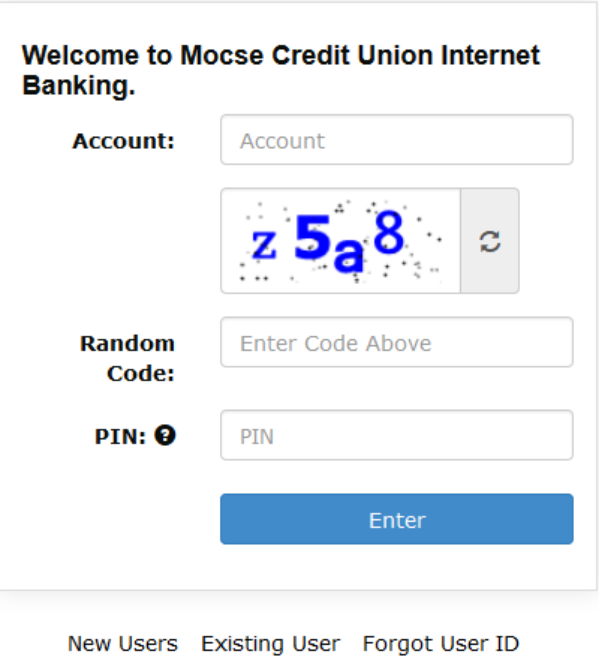
Enrollment Process

All members must enroll in the new Internet Banking Platform on or after November 5th. Once you enroll all your accounts and payees (for those with bill pay) will populate. Click on "New User" to get started.

Once you've clicked on New User you will be brought to:

Step 1 of the enrollment process. Enter your account number, random code, and PIN. The PIN is the last four numbers of the primary members SSN. If you click on the "?" next to the PIN it will indicate to enter the last four of the primary members SSN.



Step 2 in the enrollment process is verifying the primary members SSN, 5 digit zip code, and primary member's date of birth.

New User Information

As a new home banking user, for your security, please provide the following information.
You will not be asked for this information again.
Thank you!

Last 4 Digits of Primary Member's Social Security Number (format is nnnn) Last 4 SSN

Home Zip Code (format is nnnnn) Zip Code

☐ **No Zip Code**

Date Of Birth MM DD CCYY

Submit

Step 3 in the enrollment process is entering a valid email address. If you already have an email address on file you WILL NOT be prompted with this screen. You will be asked to enter it twice and must be entered exactly the same way both times. Click on "Change E-Mail Address" (even though it's a new email address).

Step 1 Step 2 Step 3 Step 4 Step 5

Email Address

Please confirm your e-mail address that the Credit Union has on file. This must be a valid e-mail address so that we can send you a validation e-mail for you to validate your registration.

Change E-Mail Address

Please update your email address.

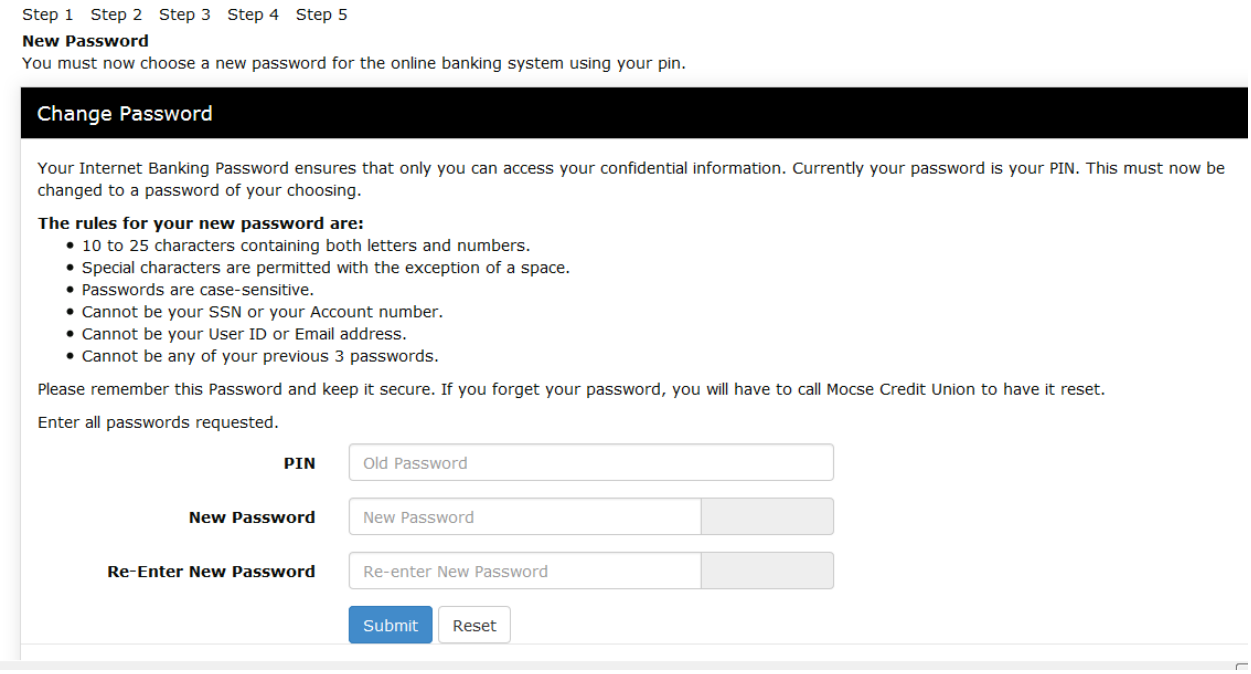
Entering your E-mail address allows us to contact you with important information about your Internet Banking account. It is very important that you update your E-mail address here if it ever changes.

E-mail Address:

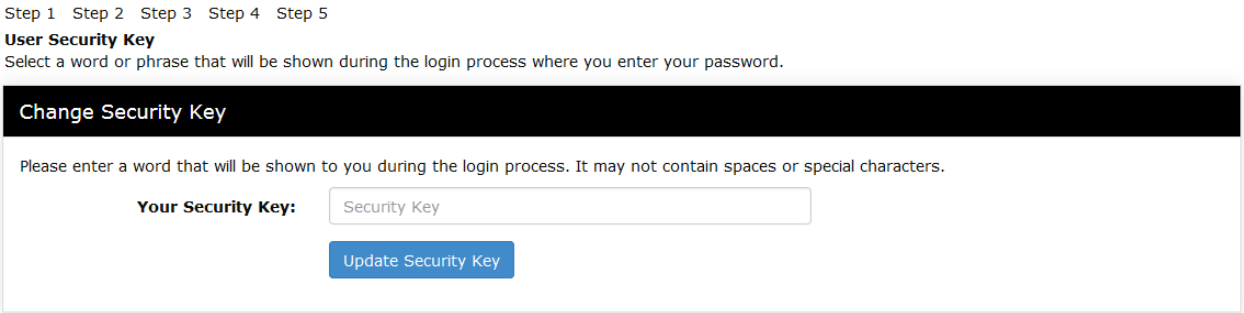
Confirm E-mail Address:

Change E-Mail Address Reset

Step 4 in the enrollment process is to create a password. Enter the PIN which is the last four numbers of the primary members SSN. Enter a password that meets the rules that are stated on the screen. Re-enter the password to confirm they're the same. Click Submit.



Step 5 in the enrollment process is to set your Security Key. This Security Key will display every time you log into internet banking right above the password entry field. This is a new feature.



Step 6 in the enrollment process is setting the User ID. The User ID can be 5 – 25 characters and is NOT case sensitive. Once the User ID is set click on "Change User ID".

Step 1 Step 2 Step 3 Step 4 Step 5

User ID

With Internet Banking, we now enter a User ID instead of an account number to log on. We ask that you choose a new User ID that you will use to access your account instead of your account number.

Change YourUser ID

Personalize your User ID below for use when logging on to your account. Username's must be 5 to 25 letters and/or numbers.

Current User ID: **You currently have no User ID set.**

User ID:

Change User ID

Step 7 in the enrollment process is reading and accepting the Disclosure. You must scroll all the way to the bottom of the screen in order to click on "I Agree".

Step 1 Step 2 Step 3 Step 4 Step 5

Internet Banking and Bill Payment Agreement

Effective Date: 11/5/2014
Electronic Services Department:
3600Coffee Road
Modesto CA 95355
(209) 572-3600 or 800-44-MOCSE

PLEASE READ THE ENTIRE AGREEMENT CAREFULLY BEFORE ENROLLING IN THE SERVICE OR INITIATING ANY TRANSACTIONS.

1. Scope of Agreement

This Agreement between you and Mocse Federal Credit Union (Mocse), 3600 Coffee Road Modesto CA 95355 governs your use of our Internet Banking and Bill Payment services (the "Service"). The Service permits our Members to perform a number of banking functions on accounts linked to the Service through the use of a personal electronic device and the Internet.

2. Accepting the Agreement

After you have carefully read this Agreement in its entirety and the linked Privacy Notice, you will be asked to accept the terms and conditions of this Agreement.

WHEN YOU CLICK ON THE "I AGREE" BUTTON BELOW, YOU AGREE TO BE BOUND BY ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT

I have read the disclosure displayed and agree to the terms and conditions

I Agree Decline

Step 8 in the enrollment process is the Multifactor Authentication. Here you click on "Continue" to set up three security questions.

Step 1 Step 2 Step 3 Step 4 Step 5

Multifactor Authentication

Internet Banking uses additional information to ensure the identity of a person accessing an account from a computer which has not accessed that account before. You will be asked to select from a pre-defined list of questions and an accompanying list of answers. Once you choose this question and answer, you will not be asked for this information again, unless online banking is unable to verify your previous answers on your computer.

This is recorded with a cookie via your browser. Clearing your browser cache and/or deleting cookies may cause online banking to request you to re-verify your previous answer to the secret question you previously selected when logging onto your account in the future.

Security Challenge

For your security. Internet Banking now includes an ID Check.
You will now be assisted to setup security questions which will be used to validate your identity.

ID Check

Continue I wish to set up my questions another time.

Step 9 in the enrollment process is setting the security questions (a.k.a. MFA questions). Please choose three questions and choose answers for the three questions.

Step 1 Step 2 Step 3 Step 4 Step 5

Multifactor Authentication

Internet Banking uses additional information to ensure the identity of a person accessing an account from a computer which has not accessed that account before. You will be asked to select from a pre-defined list of questions and an accompanying list of answers. Once you choose this question and answer, you will not be asked for this information again, unless online banking is unable to verify your previous answers on your computer.

This is recorded with a cookie via your browser. Clearing your browser cache and/or deleting cookies may cause online banking to request you to re-verify your previous answer to the secret question you previously selected when logging onto your account in the future.

Security Challenge

Please update your challenge questions below. You will be prompted to answer these questions periodically to validate your identity when using Internet Banking.

ID Check

Select a question and an answer to update your questions. Use the drop down list to choose a question.

Select Question | Select Answer

Select Question | Select Answer

Select Question | Select Answer

Submit

Step 10 in the process is confirming the security questions. The screen states that the questions have been saved and how you can change them in the future. Click on "Continue".

Step 1 Step 2 Step 3 Step 4 Step 5

Multifactor Authentication

Internet Banking uses additional information to ensure the identity of a person accessing an account from a computer which has not accessed that account before. You will be asked to select from a pre-defined list of questions and an accompanying list of answers. Once you choose this question and answer, you will not be asked for this information again, unless online banking is unable to verify your previous answers on your computer.

This is recorded with a cookie via your browser. Clearing your browser cache and/or deleting cookies may cause online banking to request you to re-verify your previous answer to the secret question you previously selected when logging onto your account in the future.

Security Challenge

Your challenge question has been saved. You may change your question and answer by going to 'Security Challenge Question' on the Online Services page.

Continue

Once you click "Continue" you will be successfully logged into Mocse's New Internet Banking Platform.