CUonline
Anywhere, Anytime...See You online!

Your First Log In - A Screen By Screen Guide

Use this factsheet if you have CUonline and have received your temporary password and login name by email.

If you have not signed up for CUonline, you may do so by visiting our website
www.creditunion.ky/cuonline-guidance

1. CUonline Home Page - www.creditunion.ky

It's easy to log in to CUonline; the first time you log in, you will need:

- The email the Credit Union sent you contains your temporary password and Login Name.
- To get started from the homepage, click on the 'CUonline' button that you'll see in the top right-hand corner.

2. Logging Into CUonline

Using the email sent to you:
- Enter your log in name;
- Enter your temporary password
- Press "Login"

3. Setting Up Your Security Questions

You will be required to set 3 security questions, two you select from a menu of pre-selected questions, one you will need to write on your own.
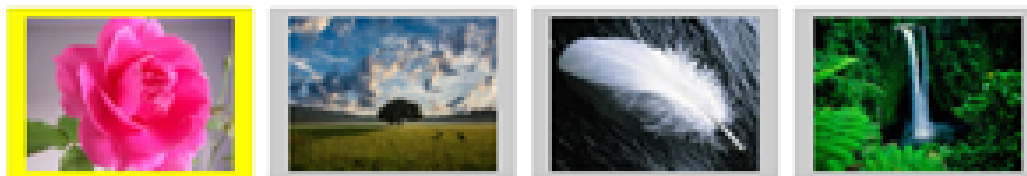
Question 1	Sample Question Drop Down List ▼
Answer	

Question 2	Sample Question Drop Down List ▼
Answer	

Create your own question (It must be less than 50 characters and contain only letters, numbers and spaces.)

Question 3	Type Security Question Here
Answer	

Submit

4. Setting Up Your Security Picture

For extra security, you'll need to set up a unique image and word or phrase which you will see every time you log on to CUonline.
- Select a security verification image;
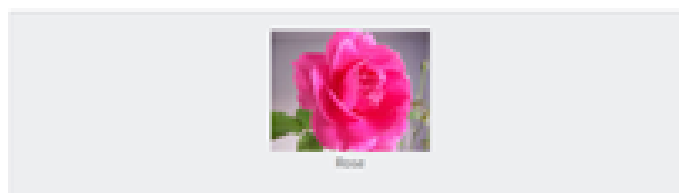- Name this image and;
- Click Submit,

Name your image:

Rose

5. Verification of Your Security Image

Your image and word or phrase are unique to you and is an added security measure so that you can recognise that this is the genuine CUonline site you are logging on to.

If you don't see your image and word or phrase, you should exit your browser and let us know by calling 949-8415 or emailing member.services@creditunion.ky
- Verify your security image and name;
- Click confirm

6. Setting Up Your New Password

Now you will create your password. This Password should be easy for you to remember.

Your Password:
- Length must be between 8 and 25 characters
- Must include the minimum of:
  - Uppercase characters - 1 minimum
  - Numerical characters - 1 minimum
  - Special characters (*-/?/@#$%^&) – 1 minimum

- Enter the temporary password issued to you on the email sent by the Credit Union into the box labelled "Old Password";
- Enter your new password into the "New Password" Box, and;
- Re-enter your new password into the "Repeat New Password Box."
- Click Change

Old Password	
New Password	
Repeat new Password	

7. You are In!

You have now finished setting up your log on details for CUonline.

To view your account, click on the Blue "My Accounts" tab

Password has been changed

Confirmation#:02233

You may also want to :

Security Policy	My Accounts

For More Information visit our website www.creditunion.ky or call 949-8415