

Coast Central Online

Welcome to Coast Central Online!

Thank you for signing up with Coast Central Online. This special service makes it easier than ever to conduct your financial business, because you can do it from the privacy and convenience of your home or office.

To access your account from your personal computer, you'll need access to the Internet. Go to our website at www.coastccu.org, then click on the "CCCU Online" link in the menu on the left. This will take you to a secure site where you'll enter your account information to log in.

The first time you log in, you will need to **enroll for Multi-Factor Authentication** using the link below the login box. This process sets up personalized security questions for your account to prevent unauthorized access. Enter your PIN (Personal Identification Number) using your mouse on the virtual keyboard (this protects your security even further) and follow the instructions on the screen. If after entering the secured site you have questions about the use of Coast Central Online, just click on the **Help** icon in the top right corner of the screen.

Once you're logged in, click the **E-Statements and E-Alerts** icon at the top of your screen (then follow the on-screen instructions) to switch to email statement notifications and online viewing, as opposed to receiving paper statements in the mail. You can also set up an unlimited amount of customized email alerts regarding your account balances, payment due dates, personal appointments, and more. For more information on this convenient service, click the E-Statements logo and link you'll see immediately after logging in to online banking.

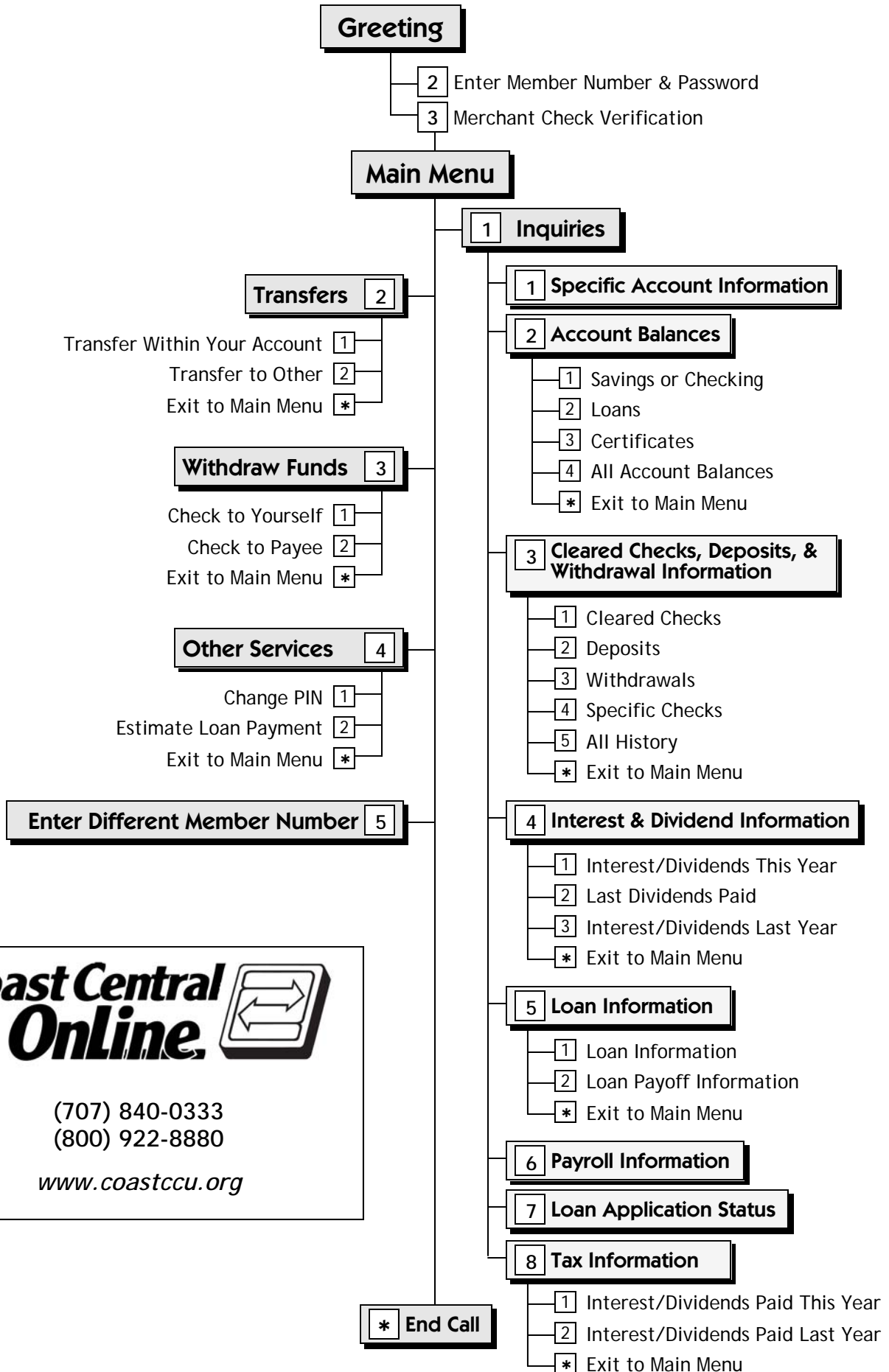
To access your account from your touchtone phone, dial (707) 840-0333 or (800) 922-8880. To help you get off to a good start, you'll find a diagram on the back of this sheet that outlines all the transaction options available with Coast Central Online.

Helpful Hints

- ✓ Remember, not all phones with push buttons are touchtone phones. If yours is not (which you'll know if the voice prompt system fails to respond), you'll need to purchase a converter. Inexpensive converters are available at local consumer electronics stores.
- ✓ If you used letters instead of numbers when selecting your PIN, try replacing the letters with their equivalent keypad numbers. PINs must be numerical, so letters are converted in this way.
- ✓ **Keep your PIN confidential!** If joint members are given access to an account, each will have access to *all* accounts under that member number.
- ✓ If you have a joint account, you may want to set up your security questions together. You may also want to **enter your own custom questions** (rather than the pre-defined ones) so that they will be more memorable for all involved.
- ✓ If you make a mistake while performing a transaction over the phone, press *****. This returns you to the previous menu where you can start over.
- ✓ If your checking or other account has a definition such as \$10.1, enter a zero in place of the decimal point when banking by phone. Thus, an \$10.1 account would be entered as \$1001.
- ✓ When entering dollar amounts over the phone, enter dollars and cents *without* the decimal point. For example, \$83.05 would be entered as 8305.
- ✓ Press **#** after any numerical entry; e.g., a dollar, your account number, etc.
- ✓ Each time you transfer funds, the system will prompt you to respond with a "yes" or "no" code. **Do not hang up** until you've responded or the transfer will not occur.
- ✓ Coast Central OnLine will automatically end the call if you don't respond within 30 seconds.

Coast Central Online by Phone: **Diagram of Transactions**

NOTE: Numbers shown below correspond to keys on your touchtone phone.



**Coast Central
Online** 

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