

Using Coast Central Online to access your business membership is a convenient way to remain in control of your accounts. If you are new to the credit union, a New Accounts Representative will enroll your account for Online Banking if requested at the time of opening your account.

If you are already a member and would like to enroll in online banking for your business membership, please first start by visiting coastccu.org and follow the **New User? > Business** link to complete the enrollment form. Once your enrollment process is complete (no later than two business days), you will be able to log in for the first time! All you'll need for your first login is your member number and access to any of the contact methods we have on file for you (email, phone, or mobile).

Mobile

- 1 Download the app from your app store
- 2 Click "I am a new user"
- 3 Enter your member number; click submit
- 4 Choose the contact method you would like to receive a Secure Access Code
- 5 Enter the Secure Access Code on the next screen
- 6 Accept terms of the agreement
- 7 Verify your contact information (you can update this once logged in)
- 8 Choose a password, decide if you would like to register your device, and submit

Computer

- 1 Visit coastccu.org; click Login
- 2 Enter your member number and click Login
- 3 Click "I am a First Time User" then Login
- 4 Choose the contact method you would like to receive a Secure Access Code
- 5 Enter the Secure Access Code on the next screen
- 6 Accept terms of the agreement
- 7 Verify your contact information (you can update this once logged in)
- 8 Choose a password, decide if you would like to register your browser, and submit

Frequently Asked Questions

How long after I have submitted my online banking enrollment request can I log in?

You should be able to login no later than two business days after enrollment. Once an enrollment request is completed (by New Accounts Representative for new/existing members, or self-service on our website by existing members) our Member Support team will begin working on your access. You will be notified by email when your enrollment is complete and ready for login.

Why is my online banking access *inquiry only*?

Inquiry only access is assigned to memberships that have accounts requiring two signatures.

What can I do if I am locked out?

Any Member Services Representative can assist you if you are locked out of online banking access. Stop by one of our member services branches or contact us to have your account unlocked.

What is computer/browser/device registration?

Registering your browser /device (in the last step) allows you to skip the Secure Access Code verification step as long as you're using the same computer/browser software or device each time. This is not recommended if you're using a public or shared computer.

(Continued on next page)

What is the purpose of a Secure Access Code?

Secure Access Codes utilize contact information on your account to verify your identity. If you're comfortable, you may choose to skip this step by registering your browser. Keeping it enabled, however, adds an extra layer of account security.

How do I set up different contact methods for my Secure Access Code?

Once logged in, you can view or update these options under **Preferences** (in your **Settings** menu). By default, the system will pull in the contact information you have on file, but you can customize delivery methods to your liking.

Why isn't my Secure Access Code working?

If you received your code via text message, be sure that you're entering the 6-digit code *within* the message and not the number the message is from. If you're experiencing other problems, double-check the code and try again, or try sending yourself another code. **Note:** For security reasons, Secure Access Codes are only valid for a limited period of time. Try requesting a new Secure Access Code if it has been longer than 15 minutes since the original receipt.

How do I start over?

If you have any trouble, you can always go back to coastccu.org to try logging in again.

Still have questions? View more FAQs at coastccu.org or call **(707) 445-8801** for further help.