Belonging Never Felt Better®

**Coast Central
Credit Union**

Coast Central Online
First Time Login Guide
(Personal Memberships)

Using Coast Central Online to access your personal 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 membership, please first start by visiting *coastccu.org* and follow the **New User? > Personal** link to complete the enrollment form. Once your enrollment process is complete, you will be able to log in for the first time!

Signing up for Coast Central Online for your personal membership is a quick and easy process. 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

❶ Download the app from your app store

❷ Click "I am a new user"

❸ Enter your member number; click submit

❹ Choose the contact method you would like to receive a Secure Access Code

❺ Enter the Secure Access Code on the next screen

❻ Accept terms of the agreement

❼ Verify your contact information (you can update this once logged in)

❽ Choose a password, decide if you would like to register your device, and submit

Computer

❶ Visit *coastccu.org*; click Login

❷ Enter your member number and click Login

❸ Click "I am a First Time User" then Login

❹ Choose the contact method you would like to receive a Secure Access Code

❺ Enter the Secure Access Code on the next screen

❻ Accept terms of the agreement

❼ Verify your contact information (you can update this once logged in)

❽ Choose a password, decide if you would like to register your browser, and submit

Frequently Asked Questions

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

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.