



## Coast Central Online First Time Login Guide (Business Memberships) Updated February 2020

Using Coast Central Online to access your financial information is a convenient way to have control of your business accounts. If you are new to the credit union and would like to enroll in Online Banking, a New Accounts Representative will assist you at the time of opening your account, or you may choose to follow the instructions yourself when convenient.

If you are already a member and would like to enroll in Online or Mobile Banking for your Business Membership, please follow the steps below. You'll need to provide some basic information and have access to any of the contact methods we have on file for you (email, telephone, or mobile phone) to complete the enrollment form and log in for the first time.

### Existing or New CCCU Business Members – Current Steps to Enroll:

1. Visit [coastccu.org](http://coastccu.org); click **Login, Enroll**, and then **Business**
2. Complete the fields and click **Submit**
3. Within 24 hours you should receive an email stating your enrollment is complete
4. Visit [coastccu.org](http://coastccu.org), click **Login**, and enter your Login ID, which is your Member Number
5. On the password screen, choose **"I am a new user"**
6. Enter your Login ID again
7. Choose a contact method to receive a Secure Access Code, and enter the code when received
8. Accept the Terms of Agreement, verify contact information, and select a new password

### Frequently Asked Questions

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#### **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?**

Stop by one of our Member Services Branches or call us at (707) 445-8801 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 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 **Security Preferences** in the **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. If it has been longer than 15 minutes since the original receipt, request a new code.

**How do I start over?**

If you have any issues, please return to **coastccu.org** to try logging in again.

**Have more questions?** View more FAQs at **coastccu.org** under **Member Assistance** or call **(707) 445-8801**. Thank you for your membership.