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Coast Central Credit Union

Coast Central Online
First Time Login Guide
(Personal Memberships age 18 and older)
Updated February 2020

Using Coast Central Online to access your financial information is a convenient way to have control of your accounts. If you are new to the credit union and would like to enroll in Online Banking, a New Accounts Representative would be happy to 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, please follow the steps below. You'll need to provide some basic personal 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 Members – Current Steps to Enroll:

1. Visit coastccu.org; click **Login**, **Enroll**, and then **Personal**
2. Complete the fields and input a Login ID
3. Choose the contact method you would like to receive a Secure Access Code
4. When prompted, enter the Code
5. Accept the Terms of Agreement
6. Verify your contact information (if needed, you can update once logged in)
7. Choose a password, decide if you would like to register your browser (or device), and click **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 **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.