

Using Coast Central Online & Mobile Banking 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 this service, a New Accounts Rep will assist you at the time of opening your account, or you may choose to follow the instructions 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 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
9. For Mobile Banking: next visit the app store on your smart phone and search "Coast Central Credit Union" to download our mobile app, then use the login credentials you established.

**Frequently Asked Questions**

**How long after I have submitted my Online Banking enrollment request can I log in?** Typically no later than two business days after enrollment. Once an enrollment request is completed (by a rep 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 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?** Call us at (707) 445-8801 to have your account unlocked.

**What is computer/browser/device registration?** Registering your browser/device 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/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, return to [coastccu.org](http://coastccu.org) to try logging in again.

## **E-Statement Enrollment Guide**

E-Statements are a fast and easy way to get your monthly statements in a timely manner. You'll be notified through your email/mobile device that your statement is available. You can access it through Online or Mobile Banking:

- Click on "E-Statements & Alerts" in the Menu Bar and agree to the User Agreement.
- Enter and confirm your Primary email.
- Check your email.
  - You will have been sent a verification link.
  - Click on the link and on "Complete Registration".
  - Your email has now been verified.
- Back in Online Banking, click on "Continue" or "Send Again."

The screenshot shows a web interface for email activation. At the top is a blue header with the word "NOTIFICATIONS" in white. Below this is a light gray section titled "Activation" in bold. The main content area is white and contains the text: "We sent an email with the activation link to your following email address:". Below this text is an email icon followed by a blacked-out email address. Further down, there are three lines of instructional text: "Check your Email and follow the instructions to complete your activation, and then click Continue.", "If you do not receive the code within five minutes, click Send Again to send another Email.", and "If you still do not receive a code, contact us for assistance at (707) 445-8801." At the bottom of the form are two buttons: a light gray "Continue" button and a blue "Send Again" button.

- Enter Mobile Phone number if needed.
- If you do request a phone number added, you will be sent a SMS text that may be subject to your carrier rates and fees.
- Enter the code received into the box provided to verify the phone number.
- Click "Continue" or "Skip Mobile Device."

Upon activating your email or phone number, you are now enrolled in E-Statements, Alerts, and E-Notices. To manage your Email addresses and Cell Phone numbers go to "**Recipients**" on the main menu. For **each Email address**, you will need to receive a **new email**. For each **cell phone** you will need to **receive a new code** to verify in Online Banking. Please call us at (707) 445-8801 for assistance.