Belonging Never Felt Better®

Coast Central Credit Union

Using Coast Central Online & Mobile Banking 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 this service, 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**
8. 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

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 and how-to videos at **coastccu.org** under **Member Assistance** or call *(707) 445-8801 6 days a week*. Thank you for your membership.

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."

NOTIFICATIONS

Activation

We sent an email with the activation link to your following email address:

✉ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮

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.

If you still do not receive a code, contact us for assistance at (707) 445-8801.

[Continue] [**Send Again**]

- 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.