

USING MSGCU'S NEW ONLINE BANKING

REGISTRATION

Registering for MSGCU's new online banking can be completed in four easy steps. All you need is your MSGCU account number to get started.

DESKTOP INSTRUCTIONS

Step 1: Establish identity

The screenshot shows the 'Establish Identity' step of the registration process. It includes a welcome message, a progress indicator, and several questions: 'Are you enrolling a business account?' (with a toggle switch), 'What is your Social Security number?', 'What is your Account Number?', 'What is your Date of Birth?' (with a date picker), and 'What is your last name?' (with a text input field).

Enter your information.

We'll ask you a few questions to make sure it's really you.

Step 2: Login information

The screenshot shows the 'Login Information' step. It includes a welcome message, a progress indicator, and a 'Username' text input field. Below the field, it lists requirements: 'The Username must not contain the following values: Member birthdate, Member number, Social Security Number, An existing or previous Username' and 'The Username must contain characters of the following categories: First letter must be alphabetic, At least one alphabetic letter'. It also states 'Username can be up to 30 characters long'.

Enter the username and password you'd like.

This is what you'll use to log in to your account moving forward.

The screenshot shows the 'Account Features' step. It includes a welcome message, a progress indicator, and a question: 'Would you like to receive your bank statements electronically rather than by mail?' with a toggle switch. At the bottom, there are 'Back', 'Continue', and 'Cancel' buttons.

Make your selections and hit continue.

You can enroll in eStatements if you like. You can always change this later.

Step 4: Confirmation

The screenshot shows the 'Confirmation' step. It includes a welcome message, a progress indicator, and a 'Continue on' button. Below, it lists the information entered: 'Username: johndoe', 'Security phrase: John's new MSGCU banking site', and 'Security image: [Image]'. It also shows a note about email preferences and a 'You are not eligible to enroll in Overdraft Protection' message.

Confirm your information is correct.

Review your inputs. Confirm or make changes.

The screenshot shows the 'Log in to MSGCU' screen. It includes a 'Username:' label, a text input field, a 'Sign in' button, a 'Touch Authentication Quick Login' link, a 'Quick Login' button, and a 'I forgot my username.' link.

You're now ready to start using new online banking!

View instructional videos and learn more at msgcu.org/newonlinebanking.

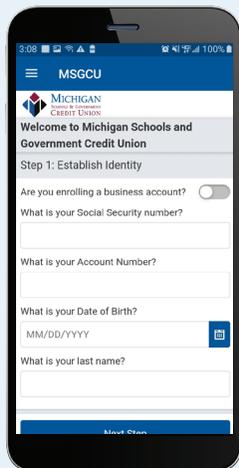
REGISTRATION



Make sure you have the new MSGCU app downloaded on your phone. Search MSGCU Mobile wherever you download apps.

MOBILE INSTRUCTIONS

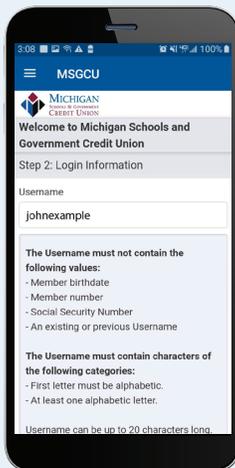
Step 1: Establish identity



Enter your information.

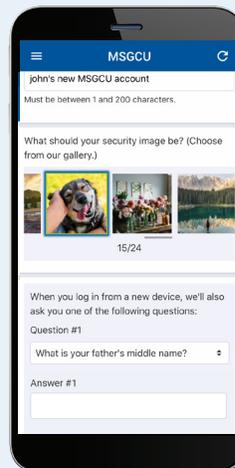
We'll ask you a few questions to make sure it's really you.

Step 2: Login information



Enter the username and password you'd like.

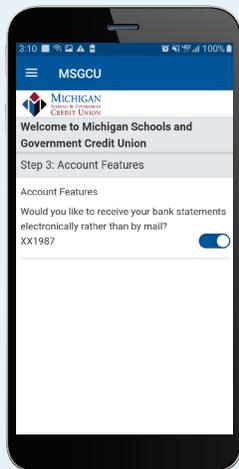
This is what you'll use to log in to your account moving forward.



Set up security for your account.

Enter a security phrase, choose a security image, and answer security questions.

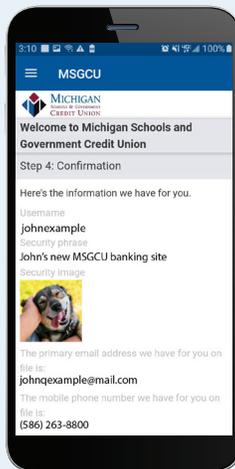
Step 3: Account features



Make your selections and hit continue.

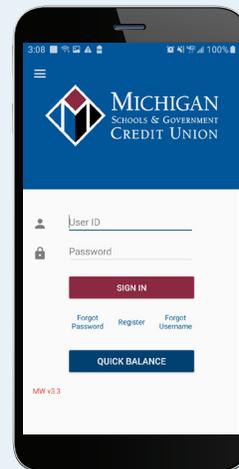
You can enroll in eStatements if you like. You can always change this later.

Step 4: Confirmation



Confirm your information is correct.

Review your inputs. Confirm or make changes.



You're now ready to start using new mobile banking!

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LOGGING IN

In order to log in, you'll need your username and password. You set these up when you registered.



Remember: if you haven't registered with MSGCU's new online banking system yet, make sure to do that first.

DESKTOP INSTRUCTIONS

Enter your username.
Click *Sign in*.

Confirm your security information and enter your password.
Click *Continue*.
If this is not your security image or phrase, do not log in. Contact us.

You're now logged in and can access your account!

Identification verification

If this is your first time logging in after you've registered, or you're on a new computer or browser, you'll need to enter a one-time use PIN.

Select how you would like to receive your PIN.

You can choose a voice call, text to your mobile phone, or email. Make your selection and click *Continue*.

Enter your one-time use PIN.
Click *Submit*.

You will see a brief message that you have logged in successfully.

View instructional videos and learn more at msgcu.org/newonlinebanking.

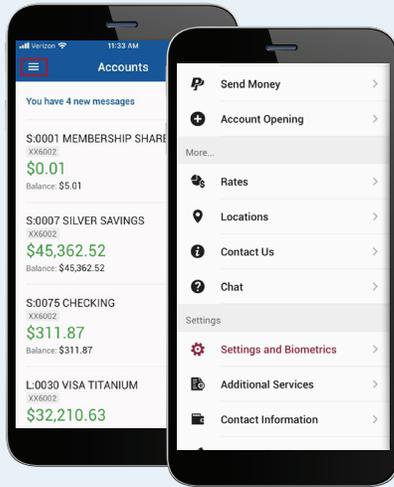
Using Quick Login on MSGCU's new online banking

Quick Login allows you to use your smartphone's fingerprint or facial recognition as a way to verify it's you when you're on your computer.



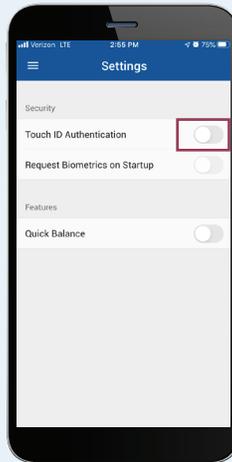
This adds an extra layer of security and is convenient. It takes just a moment to set up.

You'll need the new MSGCU mobile app downloaded on your smartphone before proceeding. To find it, search MSGCU Mobile where you download apps.



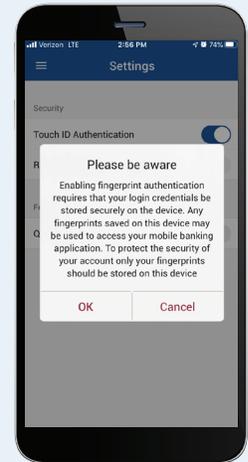
Enable touch authentication.

Log in to the MSGCU app on your mobile device, and select the menu icon at the top left of your screen. Then scroll to Settings and Biometrics.



Activate Touch ID/Biometrics Authentication.

Move the toggle button next to Touch ID/Biometrics Authentication to On.



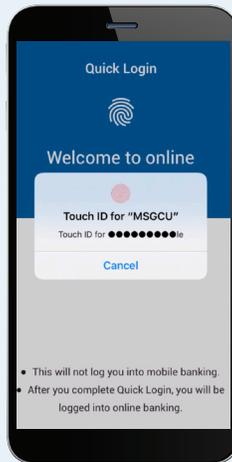
Press OK when message appears.

You will see a message letting you know that any saved fingerprint on your device can be used.



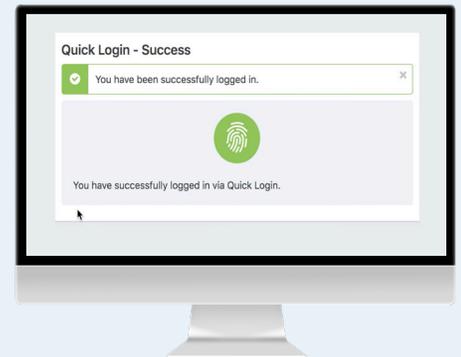
You're now ready to use Quick Login.

At msgcu.org, enter your username and select *Quick Login* on the log in screen.



Use your phone to authorize the login.

Your mobile phone will send you a push notification. Simply press it and use your face or fingerprint to authorize your login.



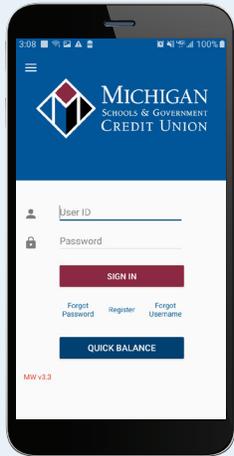
You'll see a confirmation that you have logged in.

Remember, Quick Login is a security enhancement to use your biometrics – that is your face or fingerprint – to log in to online banking at your computer. It's another way MSGCU makes it easy to access your account but still keeps security at the top of the list.

View instructional videos and learn more at msgcu.org/newonlinebanking.

LOGGING IN

MOBILE INSTRUCTIONS



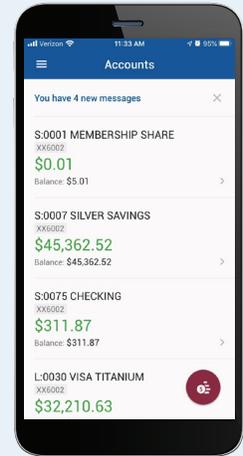
**Log in with your
username and password.**

Enter the username (User ID) and password you set up during registration.



**Log in with your fingerprint
or facial recognition.**

Within the app, you can authorize your fingerprint or face recognition log in by setting it up in Settings and Biometrics in the menu.



**You'll be taken to your
homescreen featuring
your accounts.**

View instructional videos and learn more at msgcu.org/newonlinebanking.