



CU HAWAII

HOME BANKING ENROLLMENT STEPS

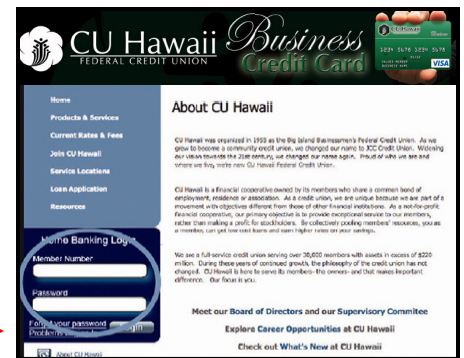
EXISTING HOME BANKING USERS, PLEASE REFER TO PAGE 2 FOR TROUBLESHOOTING TIPS.

[FOLLOW THE SIMPLE STEPS BELOW TO ENROLL IN HOME BANKING](#)

Please note, these steps are only required the first time you setup your Home Banking Account. When you log into Home Banking in the future, you'll have direct access to your accounts.

ENROLLMENT STEPS:

1. Go to our website homepage at www.cuhawaii.com. There will be a login box provided like the one pictured to the right. To enroll, click on the **New User? Register Now** link.



2. You'll be asked to enter your member number, name, address, home phone number, email address, the last four digits of your Social Security Number and your date of birth. Enter all the information and click **Next**.
3. You must now create 3 personal security questions, as well as answers to these questions in the boxes provided. These questions should be simple with answers that are easily remembered by you. They should also be answers that do not change and only you would know. For example: "What's the name of my first dog?" After you've entered the required information, click on the **Finish** button.
4. Once your information is validated, you'll be emailed a temporary password by the next business Day.

If you have any further questions or need additional help enrolling in Home Banking, please contact our Call Center at 933-6700 or toll free at (800) 933-6706.



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HOME BANKING TROUBLESHOOTING TIPS

FIRST TIME HOME BANKING USERS, PLEASE REFER TO PAGE 1 FOR ENROLLMENT STEPS.

TROUBLESHOOTING TIPS

REASONS YOU MAY BE HAVING TROUBLE LOGGING INTO YOUR HOME BANKING ACCOUNT..

1. You may not have enrolled in Home Banking prior to attempting to login.

You must first follow the enrollment steps in order to successfully log into Home Banking. Please refer to the Home Banking enrollment steps on page 1.

2. Your Home Banking Account may have been deactivated.

The Advanced Login Fraud Detection Program (ALFDP) can disable a Home Banking Account if it notices suspicious activity, such as an overabundance of failed login attempts. Please call the credit union at 933-6700 or toll free at (800) 933-6706 so that we can reactivate your account.

3. You may be entering incorrect Home Banking information (member number, password, etc.).

If any required information is entered incorrectly, you will not be able to log in. After three failed attempts, access from your current browser session will be denied access for 30 minutes. Please close and restart your browser to create a different session.

4. You may be entering an incorrect password.

Please call the credit union so that we may issue you a new temporary password. Once we issue you a new password, please close and restart your browser before inputting your new password.

5. You may be entering the wrong answer to your Challenge Question.

The answer to your Challenge Question must match exactly, including punctuation, capitalization, and any leading, interior, or trailing spaces. Make sure that your Caps Lock is not activated. If you are still having problems, please contact the credit union so that we may assist you with this process. You may have to recreate your Challenge Questions/Answers. We recommend that you choose less complex questions/answers.

6. Your computer date and time may be set incorrectly.

Incorrect date and time settings can cause the browser to not recognize the Home Banking session cookie as activated. Correct the date and time settings on your computer and try to login again.

7. Your computer may not be set to allow cookies.

Set your browser, anti-virus software, firewall and Internet service provider settings to allow cookies. Your browser cookie settings can generally be found in the browser's Tools menu. For help with your anti-virus or firewall software, you will need to consult your software's help documentation or contact the software company directly for assistance.

8. There may be unseen programs preventing you from accessing your account online.

You should try accessing your Home Banking Account from a different computer. Doing so is the best way to test if the problem exists with your specific PC.

For further assistance, please contact the Call Center at 933-6700 or toll free at (800) 933-6706



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MOBILE BANKING ENROLLMENT STEPS

FOLLOW THE SIMPLE STEPS BELOW TO ENROLL IN MOBILE BANKING

Please note the following:

1. Your mobile phone must have web browsing capabilities in order to access mobile banking.
2. You must first enroll in Home Banking to utilize Mobile Banking. Please refer to page 1 for help with Home Banking enrollment.

MOBILE BANKING ENROLLMENT:

1. Log into Home Banking from our website homepage using your member number and current password.
2. Enter the security code and follow the login steps provided.
3. Once you log into Home Banking, click on **My Profile** and select **Allow Mobile Access**.
4. Click on **Update Settings**. You may now manage your accounts with Mobile Banking!
5. To access Mobile Banking, use your phone's web browser and go online to internetbanking.cuhawaii.com/mobile.
6. A Mobile Banking login box will appear like the one pictured below. Login using your member number and password and begin managing your accounts on the go!

CU Mobile!

MemberID

Password

Login