

CU Online Plus Login Guide

For ALL first-time logins or first login after the reissuing of any new details please login through our website www.larnecreditunion.com

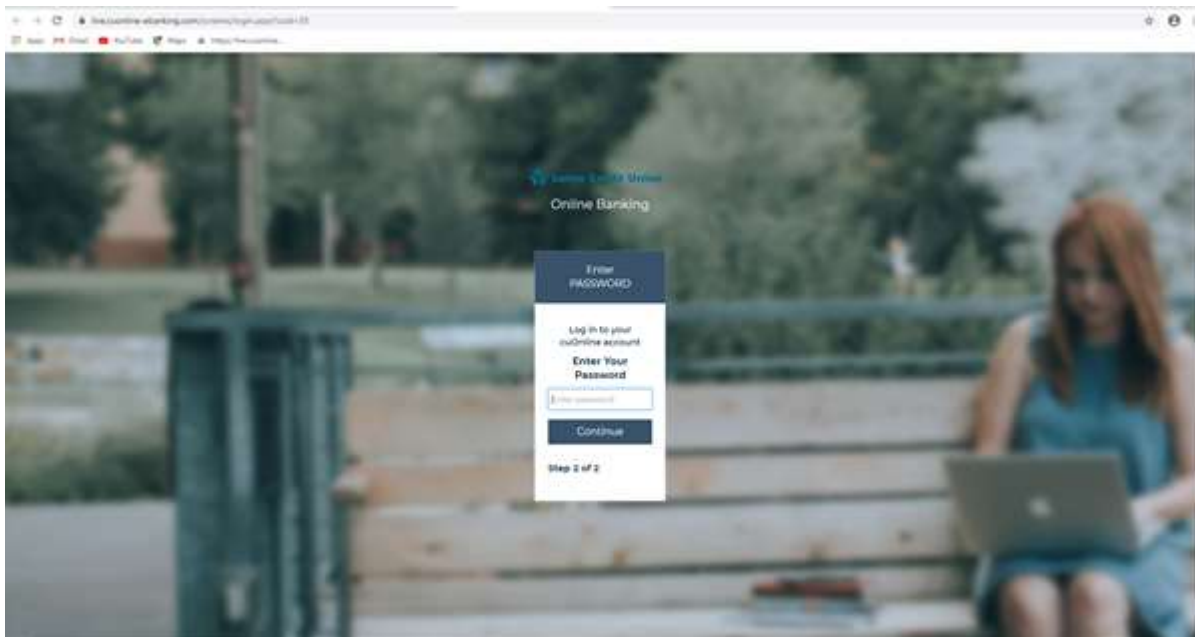
Click on the option Member Online Login as shown below:



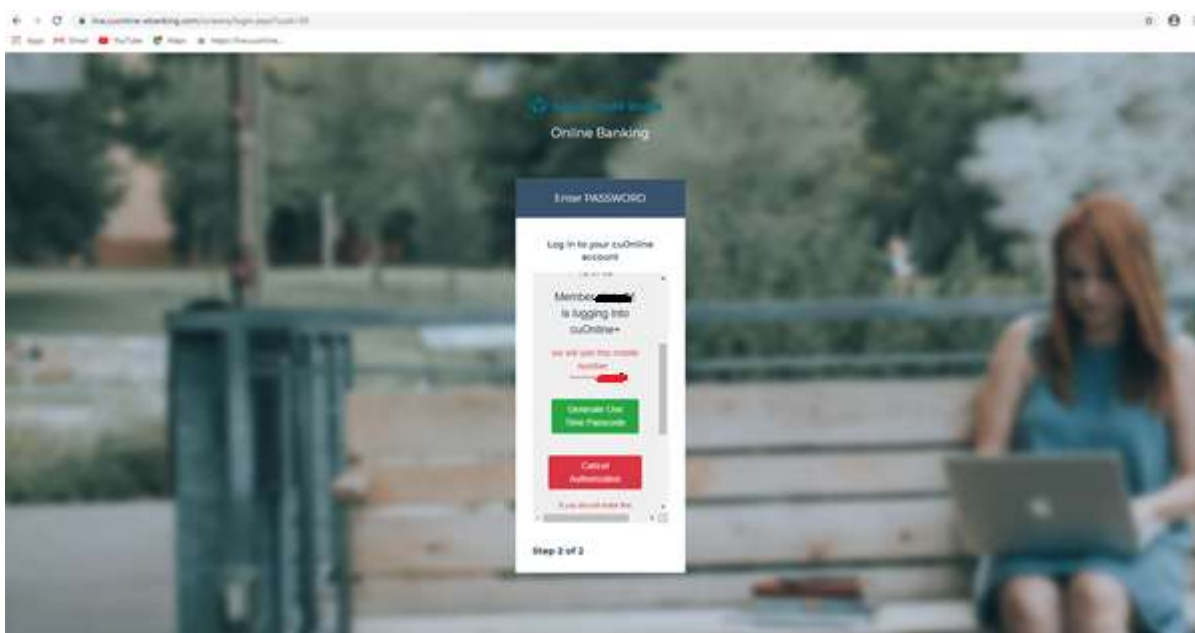
This brings you to the following screen where you will be asked to enter your USERNAME



Click “log in” and then enter your PASSWORD

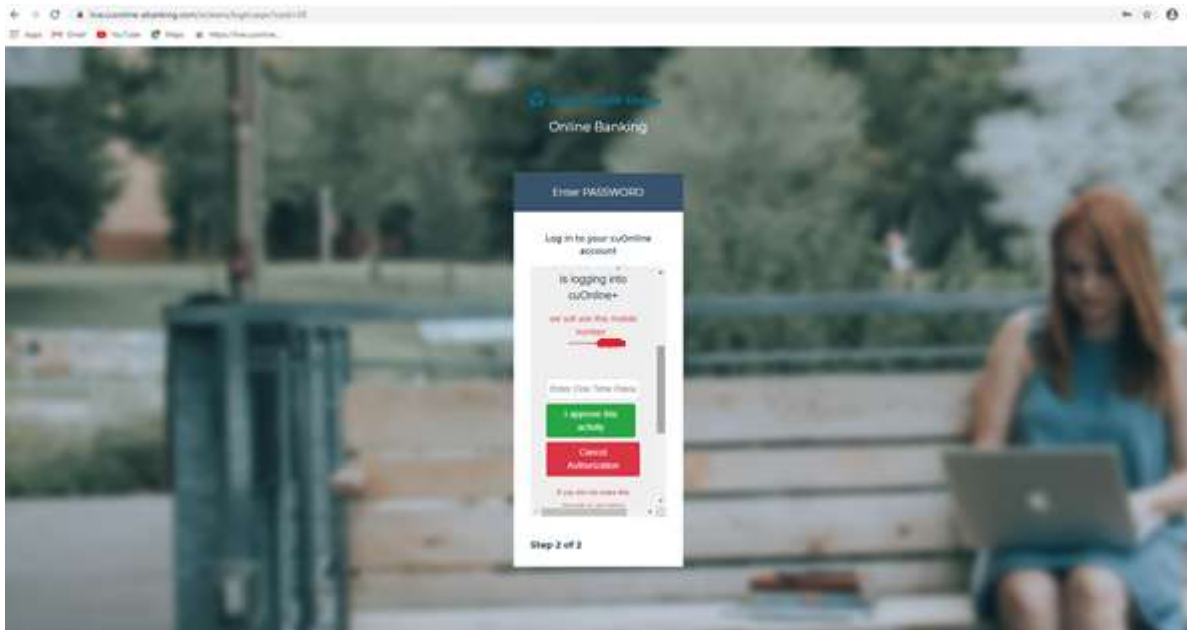


Click “Continue” and select “Generate One Time Passcode”

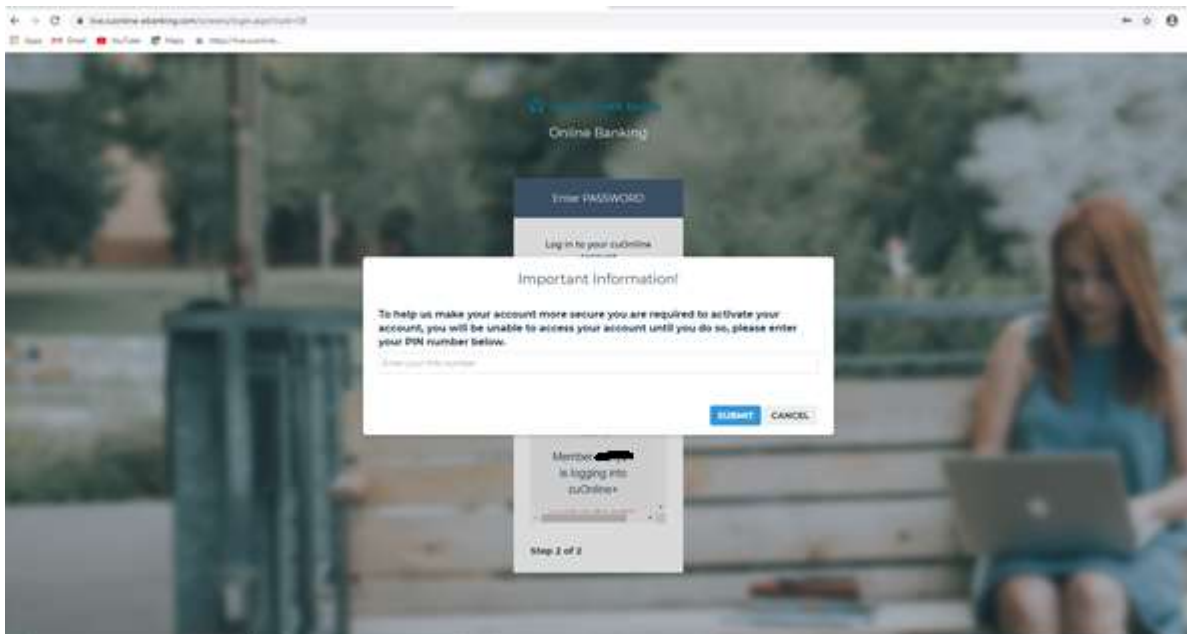


This will generate a 4-Digit PIN sent via Text to be used only once – Please do not confuse this with the original 8-Digit PIN you would have previously been sent.

Enter the 4-Digit PIN and click “I approve this activity”



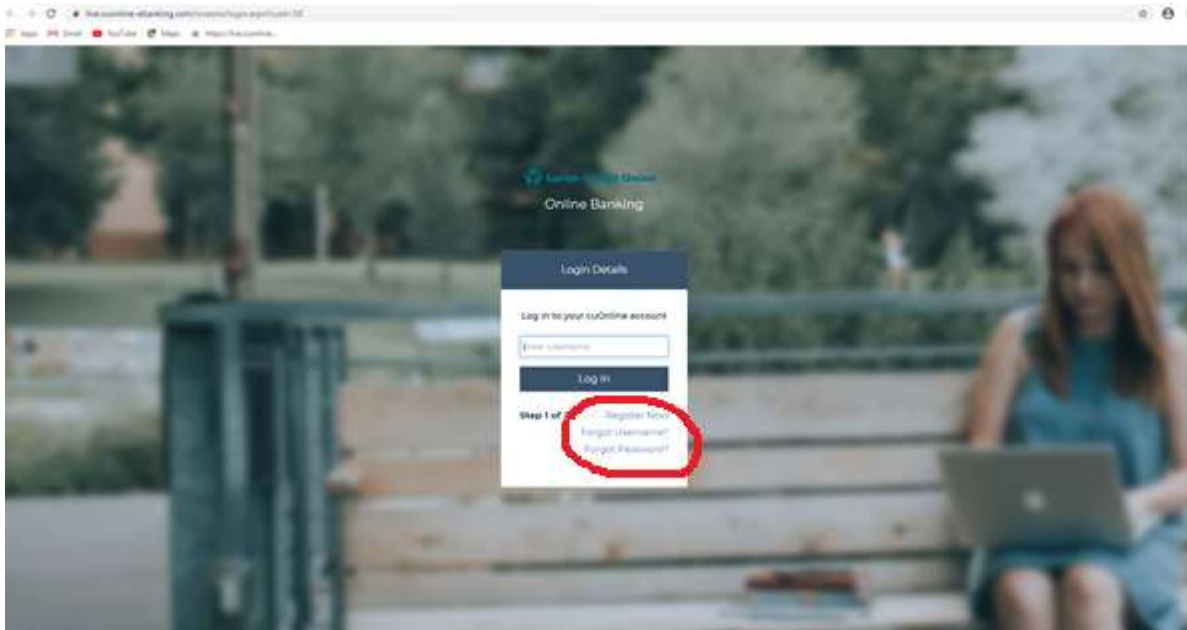
Once approved you will get the following message to input your 8-Digit PIN – this is only requested for your first log in.



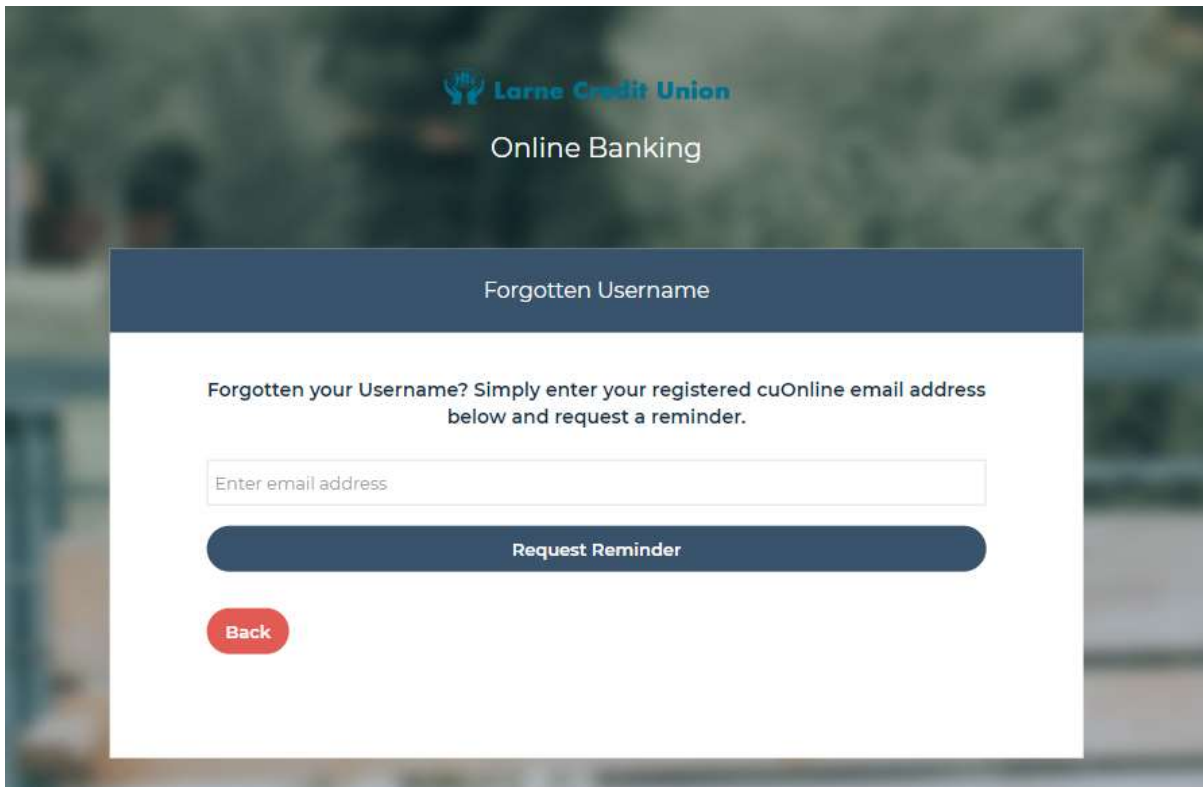
You will then be brought into your Credit Union Account with the following message to create a Memorable Word. This will be requested if you ever forget any login details in future.



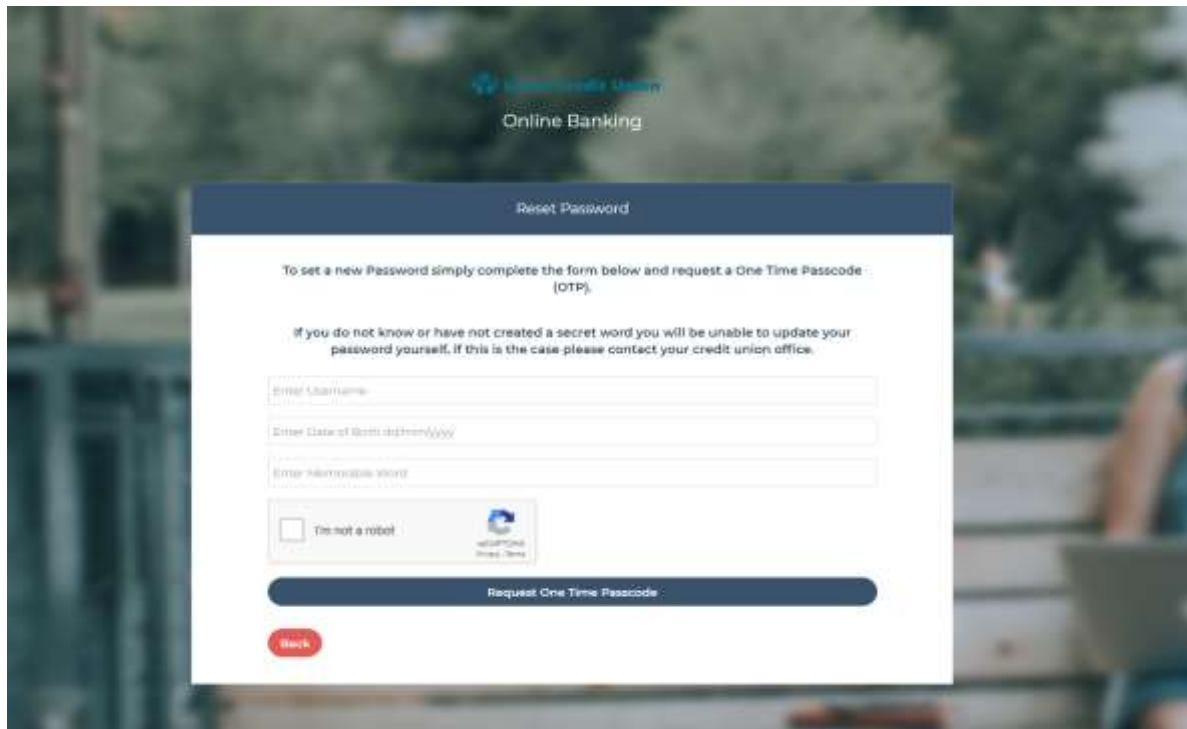
If you forget your details after your first login, you can request them through our website on the login page as shown below:



Requesting your Username looks as follows:



Resetting your Password looks as follows:



The screenshot shows the 'Reset Password' form within the 'Online Banking' interface. At the top, the 'Crest Credit Union' logo and 'Online Banking' text are visible. The form title is 'Reset Password'. Below the title, there is a blue header bar with the text 'Reset Password'. The main content area contains the following text: 'To set a new Password simply complete the form below and request a One Time Passcode (OTP). If you do not know or have not created a secret word you will be unable to update your password yourself. If this is the case please contact your credit union office.' The form includes three input fields: 'Enter Username', 'Enter Date of Birth (dd/mm/yyyy)', and 'Enter Memorable Word'. Below these fields is a checkbox labeled 'I'm not a robot' next to a reCAPTCHA logo. At the bottom of the form is a blue button labeled 'Request One Time Passcode' and a red 'Back' button.

If you have any trouble logging in please contact the office on 02828260078 and a member of staff will be happy to help.