

NEW ONLINE BANKING FIRST-TIME MEMBER LOGIN STEP BY STEP

1. Enter current online banking username, select Login

Log In to Online Banking

Enter your username

Enter Current Username

Log In

Registration is disabled at this moment.

2. If this is the first time the member is logging in, they will click the **Team One Member Log In** button. *Do not enter a password.

Log In

Welcome to your new online banking system!

DO NOT ENTER YOUR OLD ONLINE BANKING PASSWORD!

Please click the **Team One Member Log In** button below and follow the instructions to log in.

[Team One Member Log In](#)

After clicking this link, you will be presented with the online banking disclosure. You will be asked to accept this disclosure, verify your banking information, then you will select to have a temporary password emailed or texted to your email address or phone on file with Team One Credit Union. Use your current online banking username and the temporary password in the email/text you received to complete the online banking log in process. If you have received a temporary password, please enter it below.

NOTE:
If you do not receive an email with your temporary password within 15 minutes, check your email spam filter, then contact Team One Credit Union to verify they have your correct email address on file.

Password

Log In

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3. The member will need to accept the disclosure

Reset Your Password

Please accept the disclosure to continue the password recovery process.

CONSENT TO CONDUCT TRANSACTIONS ELECTRONICALLY AND TO RECEIVE ELECTRONIC DISCLOSURES AND NOTICES

This Agreement governs the use of Team One Credit Union's Online Banking Service also referred to as "Mobile Banking", jointly referred to as the "Service" provided by Team One Credit Union. By using the Service to conduct transactions, you agree to the terms of this Agreement.

DEFINITIONS

As used in this Agreement, "account" and "accounts" mean the Team One Credit Union account in which you are either the owner or joint owner. "Loan account" and "loan accounts" mean any loan you have with Team One Credit Union. "You," "your," and "yours" mean the person(s) using the Service. "We," "our," "us," "TOCU", and "Financial Institution" refers to Team One Credit Union, the financial institution that holds your accounts.

DEPOSIT AND CREDIT AGREEMENTS

Unless specified otherwise, the terms and conditions in this Agreement shall have priority and take precedence over any existing terms and conditions in existing account disclosures and agreements you have with us in the event of a conflict.

REQUIRED EQUIPMENT

In order to use the Service, you will need a computer, tablet, or mobile device with Online access (in this Agreement, your computer, tablet, or mobile device and the related equipment are referred to as your "Computer") a web browser or mobile device app, a member number, as well as Online Banking User ID and password. The User ID and password are the confidential personal information you use to access your account(s) through the Service.

I Agree *

Cancel Continue

4. The member will need to enter their:

- Current User Name
- Account/Member Number
- Email
- SSN/TIN
- Zip Code

*All must match Episys Name Record & New Online Banking

Reset Your Password

Confirm Your Identity

The following information is used to verify you have an account with Team One Credit Union and that you are the owner of the account. We match your answers against our records. Questions marked with * are required and you must answer a total of 5 questions to continue. You will be locked out of the system after 3 invalid attempts.

Business Master Users must contact the credit union to reset the password.

UserName *

Account/Member Number * show

Email *

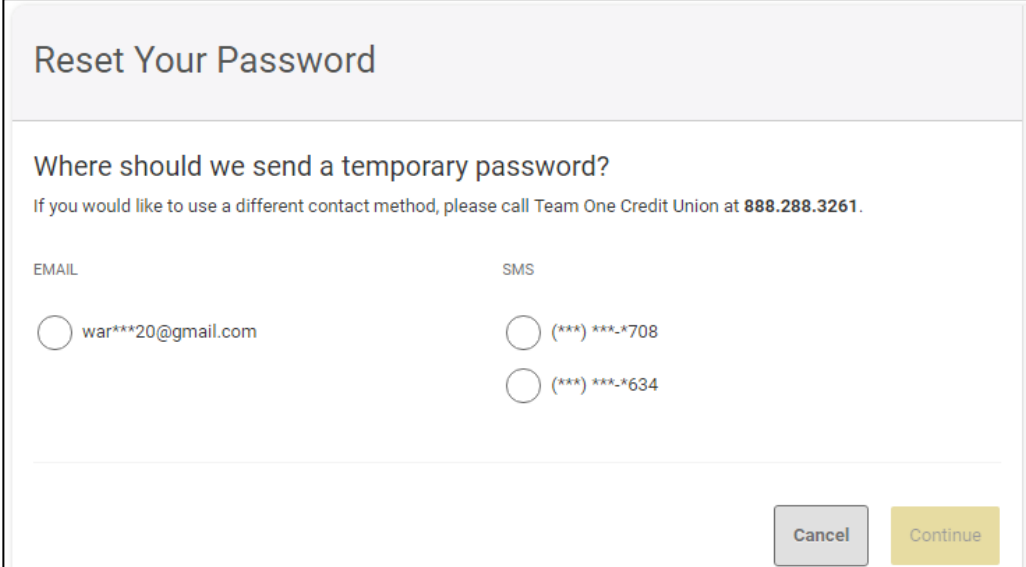
Social Security Number (SSN/TIN) * show (No dashes please)

Zip Code *

Cancel Continue

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- The member will need to select a delivery method for their temporary password.



Reset Your Password

Where should we send a temporary password?
If you would like to use a different contact method, please call Team One Credit Union at **888.288.3261**.

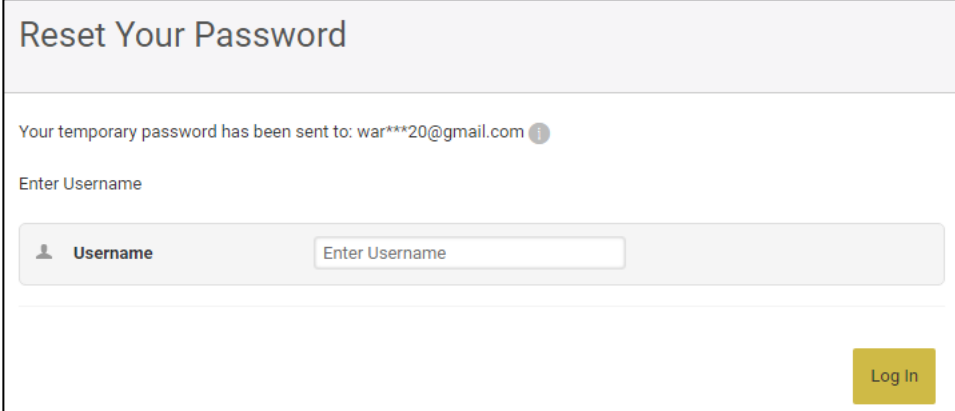
EMAIL SMS

war***20@gmail.com (***) ***-*708

(***) ***-*634

- The temporary password will be sent to the member. The member will need to enter their user name, then select Login

If the member is prompted to answer two security questions they did not set up, **Verify that they entered the Current Username correctly (they may have to start over).*



Reset Your Password

Your temporary password has been sent to: war***20@gmail.com ⓘ

Enter Username

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7. Enter the temporary password received, select Log In.
*Do not select Team One Member Log In

Log In

Welcome to your new online banking system!

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[Team One Member Log In](#)

After clicking this link, you will be presented with the online banking disclosure. You will be asked to accept this disclosure, verify your banking information, then you will select to have a temporary password emailed or texted to your email address or phone on file with Team One Credit Union. Use your current online banking username and the temporary password in the email/text you received to complete the online banking log in process. If you have received a temporary password, please enter it below.

NOTE:
If you do not receive an email with your temporary password within 15 minutes, check your email spam filter, then contact Team One Credit Union to verify they have your correct email address on file.

Password

8. Once the temporary password is entered, the member will be prompted to change their password.

Password Change

Please set a new password to continue with the registration process. Your password must be at least eight characters in length, contain at least one lowercase letter, at least one uppercase letter, and at least one number.

New Password

Confirm Password

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9. The member will need to set 5 security questions. Select Save

Security Questions

PLEASE CHOOSE QUESTION/ANSWER PAIRS THAT YOU CAN EASILY REMEMBER: The following questions and answers help keep your account information secure. It's important that you choose question and answer combinations that are not easy to guess, but at the same time, are easy for you to remember (select the arrow to the right of each question to browse question options). As an extra security measure, we will ask you to remember your answers the next time you to log in and occasionally ask you to answer them during subsequent logins.

Please select a question

Answer

Please select a question

Answer

Please select a question

Answer


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10. Member will need to select a confidence image and type an Image Secret. Then Select Continue.

Confidence Image

The following image and description text (image secret) help ensure that you do not provide your password to fraudulent web sites. The image you choose will always be displayed before you enter your password.

Choose a confidence image or upload your own [View More](#)



 Image Secret

11. If the member/business previous username included the account number, they will be prompted to change it. (example – TO12345)

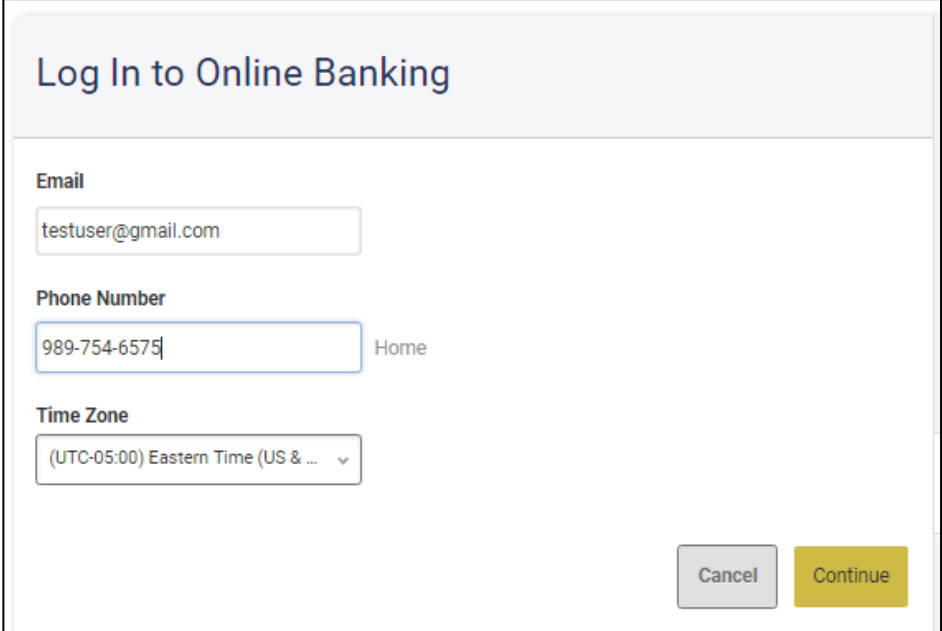
Change username

Please set a new username to continue with the registration process.
usernames must be unique, at least 8 characters in length, no more than 15 characters, and alphanumeric.

New Username

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12. The member can verify their email, phone and time zone.



The screenshot shows a web form titled "Log In to Online Banking". It contains three input fields for verification: "Email" with the value "testuser@gmail.com", "Phone Number" with the value "989-754-6575" and a "Home" label, and "Time Zone" with a dropdown menu showing "(UTC-05:00) Eastern Time (US & ...)". At the bottom right, there are two buttons: "Cancel" and "Continue".

Log In to Online Banking

Email
testuser@gmail.com

Phone Number
989-754-6575 Home

Time Zone
(UTC-05:00) Eastern Time (US & ...) ▾

Cancel Continue

13. Member will be logged into their account.