# Logging into cu@home Online Banking

We have upgraded our cu@home – online banking to the same platform as our MSEFCU Mobile App, and we're excited for you to see it! The new format will offer a seamless Online Banking and Mobile App experience with the same look and feel across all devices. All of your account information has rolled over, including your username and password. The only change will be your two-factor authentication (2FA). If you currently use the MSEFCU Mobile App, your 2FA will already be set up, but if you've never used the MSEFCU Mobile App, you will have to set up your 2FA with a text message, phone call or through an authorization app. Follow the directions below to login.

### **Logging into cu@home Online Banking** (If you've never downloaded the MSEFCU Mobile App before)

#### Go to www.mercedschoolcu.org

Once on our website, type in your User ID in the dark purple box in the top left corner of our homepage under cu@home Login. Click GO.

#### my.mercedschoolcu.org/login

You will be redirected to our new cu@home online banking platform, where you will enter your password and begin your two-factor verification process.

#### **Securing Your Account**



You will be asked to enter your personal email address and the phone number that you will use to receive your verification codes anytime you login to your account.

B	
Secure your account	
Two-factor authentication adds another layer of security to make sure only you can sign in. Please provide an email and a phone number that you will have access to while signing in to receive a verification code.	
Email	
Country + 1 Phone US/Canada	
Next	
Message and data rates may apply.	

#### **Receiving Your Verification Code**

Select how you would like to receive your verification code, then click Next.



#### **Enter Your Code**

Whether you received your verification code via text message, phone call, or the Authy app, you will need to enter the given code. Before clicking Verify, you have the option to be opted out of receiving future verification codes for the browser in which you are on. For your account safety, only select this box if you are on a personal or trusted computer browser. Please be aware; if you do not select this box, you will receive new verification codes anytime you login to your cu@ home Online Banking account. Click Verify when complete.

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	Enter verification code	
	We just sent a text message with a verification code to •••••••••••••••••••••••••••••••••••	
	Enter code	
	Don't ask for codes again while using this browser	
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1	Didn't get it?	1007 L. 100
- INSTRUMENT	Resend of Try another way	

#### **Verification Is Complete**

You have now enabled 2FA for your account.



#### Welcome to our Upgraded Online Banking Platform

Once you accept the User Agreement, you're good to start exploring what our new online banking platform has to offer!

Merciad School Employees Federal Credit Union	Hi, Michael			<b>(</b> 2
B Dashboard	Accounts			
Accounts	Checking	\$1,175.01 Savings	\$2,423.25 Loan	\$4,560.32
ở Transfers	R1634	Available X+321	Prognaute X2345	Datance
Deposit check	\$ ¥	회 오 텍		
Payments	Transfer Deposit	Pay a bill Pay a person Message		
Messages 0	Transactions	Q	Merced School Employees	
Support	YOUR TOWN CINEMA	\$7.50	MSEFCU Federal Credit Union	
	Nov 25, Checking		S E	0
	GEORGE'S BBQ & PUB Nov 25, Checking	\$37.25	Call Message	Info
	YOUR TOWN UTILITIES Nov 25, Checking	\$76.46	Remote deposits	
	EL GRAN RESTAURANTE Nov 25, Checking	\$13.98	© 0 Processing	
	ATM DEPOSIT Nov 25, Checking	+\$12B.52	Messages	Q
	HOMETOWN PASTERIES Nov 25, Checking	\$1.57	Holiday Hours Our branches will be closed on Thursday. We extend	8hr ago
		See more	Available balance is low on Checking	Nov 25
	Payments		Jennifer and Amy     O problem! Well send a new card out first thin	Nov 25
	S Pay a bill	Ray a person	Deposit to Savings     A deposit over \$200.00 was made to your Saving	Nov 22
	() Your Town Utilities x	1234 <b>\$291.00</b>		See more
Michael ^	Student Loans x123	4 \$324.91	Transfers	

# Logging into cu@home Online Banking

#### (If you use the MSEFCU Mobile App)

If you are an avid MSEFCU Mobile App user, go to our website, enter your login information. Then enter the given code, and you're done!

# How to Sign Out of cu@home Online Banking

#### Signing out is easy

You can sign out of your cu@home Online Banking account at any time. Simply click on your account name on the bottom left in the Main Menu, and a list of options will unfold.

Accounts	Checking \$1,175.01 x1234 Available	Savings	\$2,423.25 Lo Available x2	an 145	\$4,560.32 Balance
Transfers					
Deposit check	<i>₽</i> ⊻ §	오 🔍			
Payments	Transfer Deposit Pay a bill i	Pay a person Message			
Messages O	Transactions	Q	<u>ب</u> غ	erced School Employees	
Support	YOUR TOWN CINEMA	\$7.50	MSEFCU	Pederal Credit Union	
	Nov 25, Checking  GEORGE'S BBQ & PUB  Nov 25, Checking	\$37.25	Call	Message I	î) nfo
	YOUR TOWN UTILITIES Nov 25, Checking	\$76.46	Remote deposits	_	
	EL GRAN RESTAURANTE Nov 25, Checking	\$13.98	© 0 Processing ✓ 9 Ac	cepted	
	ATM DEPOSIT Nov 25, Checking	+\$128.52	Messages		Q
	HOMETOWN PASTERIES Nov 25, Checking	\$1.57	Holiday Hours Our branches will be close	d on Thursday. We extend	8hr ago
		See more	Available balance is low of	n Checking	Nov 25
	Payments		Jennifer and Amy O No problem! We'll ser	d a new card out first thin	Nov 25
	S Pay a bill	R Pay a person	A deposit to Savings	s made to your Saving	Nov 22
				s	See more
	Your Town Utilities x1234     Scheduled	\$291.00	Tourstan		
Michael ^	Student Loans x1234	\$324.91	Transfers		

cu@home account. You will be redirected to the MSEFCU Website Homepage.

>		Your Town Utilities ×123     Scheduled	4	
	^	Student Loans x1234		

Sign out

Michael

# **Additional Information:**

#### Still having trouble?

If you are still having trouble logging into cu@home Online Banking or into the MSEFCU Mobile App, please don't hesitate to reach out to us!

You can call (209) 383-5550 x148/144/154 for help, or you can contact us directly from our website at www. mercedschoolcu.org/our-info/about-us/contact-us. You can even start a conversation with us within cu@home Online Banking or through the MSEFCU Mobile App under the Support tab on the Main Menu.