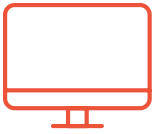


FIRST TIME LOGIN QUICK START GUIDE

Learn how to log in for the first time
to the new Digital Banking platform
on your desktop or mobile device.

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FIRST TIME LOGIN FOR EXISTING DIGITAL BANKING USERS - DESKTOP

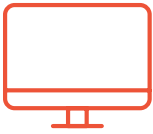
Logging into the new Digital Banking platform on your desktop is easy. Just follow these simple steps:

1. Go to necu.org. Enter your existing username in the box on the right labeled “**Digital Banking Login**” and click “**Login**”.

The screenshot shows the 'Digital Banking Login' page. At the top, the title 'Digital Banking Login' is displayed in a large, bold, dark blue font. Below the title is a white input field with the placeholder text 'Login ID'. Underneath the input field is a link that says 'Forgot your password?'. At the bottom left, there is a red-outlined button with the text 'Login' in red. To the right of this button is the text 'Enroll Today.' in a dark blue font.

2. Enter your existing password and click “**Submit**”.

The screenshot shows the password entry page for Northeast Credit Union. At the top, the 'Northeast CREDIT UNION' logo is displayed in a bold, dark blue font. Below the logo is a white input field with the placeholder text 'Password'. To the right of the input field is a link that says 'Forgot your password?'. At the bottom center, there is a dark blue button with the text 'Submit' in white.



FIRST TIME LOGIN FOR EXISTING DIGITAL BANKING USERS - DESKTOP

- The Secure Access Code screen will appear asking how you would like to receive your Secure Access Code. You can receive your code via call, text, or email. If any of the contact methods for delivering your code are incorrect, please contact us by calling 888-436-1847 so we can assist. You will also be able to manage and update your contact preferences after logging in.

If any of the targets on this list are incorrect, please contact us for assistance. You will also be able to manage these targets after login by going to Security Preferences under Settings [x](#) and choosing the Secure Delivery option.

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Please select a target:

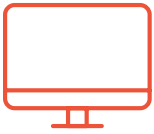
I have a Secure Access Code

Call me : (XXX) XXX-9896

Text me : (XXX) XXX-9896

Email me : TYNxxxx@GMxxx.COM

Back



FIRST TIME LOGIN FOR EXISTING DIGITAL BANKING USERS - DESKTOP

4. Enter your Secure Access Code and click **“Submit”**. If your code is being sent to an email address and you don’t receive it, check your spam/junk folder.

Secure Access Codes are temporary, one time use codes and are active for 15 minutes after they have been requested. If you haven't yet received your code, please contact us for assistance. X

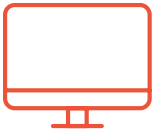
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Enter your Secure Access Code

Secure Access Code

Back Submit

5. You will be promoted to set your new password. Your password must include the following:
 - 8 to 20 Characters
 - One uppercase letter
 - One lowercase letter
 - One special character
 - One number
 - Cannot match or include your Login ID



FIRST TIME LOGIN FOR EXISTING DIGITAL BANKING USERS - DESKTOP

All fields below are required

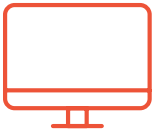
 **Password Requirements:**

- Must be between 8 and 20 characters
- Must contain at least 1 number
- Password must contain a minimum of 1 lower case characters.
- Password must contain a minimum of 1 upper case characters.
- Password must contain a minimum of 1 special characters.
- Password may not be the same as last 4 passwords.
- May not be the same as current password

New Password

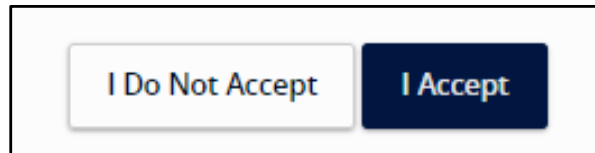
Confirm New Password

Change Password



FIRST TIME LOGIN FOR EXISTING DIGITAL BANKING USERS - DESKTOP

6. Check the box to agree to the Digital Banking Terms & Conditions.



7. The device registration screen will display. Here you can choose whether you want to register your current device.

Registering your device will allow you to bypass the Secure Access Code prompt every time you log in to Digital Banking. However, if you're using a device that is public, you should not register the device for security purposes. If your device is private and has appropriate security, you may register it by clicking "**Register Device**".



8. Success! You can now begin using our new Digital Banking platform!



FIRST TIME LOGIN FOR EXISTING DIGITAL BANKING USERS - MOBILE

Logging into the new Digital Banking platform on your mobile device is easy. Just follow these simple steps:

1. Apple iPhone Users

You will need to go to the app store and update your Northeast mobile banking app (if you don't have automatic updates set up). To find the app that you need to update you can simply search in the app store for Northeast Credit Union and click **"Update"**.

Android Users

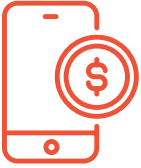
You will need to delete your current Northeast Credit Union Mobile App and install the new one.



Image of old icon.



Image of new icon.



FIRST TIME LOGIN FOR EXISTING DIGITAL BANKING USERS - MOBILE

2. Once you open the app, input your existing Login ID and password and select “Login”.

The screenshot shows the mobile app interface for Northeast Credit Union. At the top, the status bar displays the time 1:17, signal strength, Wi-Fi, and battery icons. The app header features the Northeast Credit Union logo. Below the logo are two input fields: 'Login ID' and 'Password'. The password field includes an eye icon for toggling visibility. A 'Remember me' toggle switch is currently turned off, and a 'Forgot your password?' link is positioned below it. A dark blue 'Log In' button is centered below the form. At the bottom of the login section, there are two options: 'Face ID' and 'Passcode'. A dark footer bar contains links for 'Contact Us', 'Locations', and 'Privacy Policy', along with an 'Enroll Today' button. The NCUA logo is displayed at the very bottom of the screen.



FIRST TIME LOGIN FOR EXISTING DIGITAL BANKING USERS - MOBILE

- The Secure Access Code screen will appear asking how you would like to receive your Secure Access Code. You can receive your code via call, text, or email. If any of the contact methods for delivering your code are incorrect, please contact us by calling 888-436-1847 so we can assist. You will also be able to manage and update your contact preferences after logging in.

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Please select a target:

I have a Secure Access Code

Call me : (XXX) XXX-9896

Text me : (XXX) XXX-9896

Email me : TYNxxxx@GMbox.COM

Back

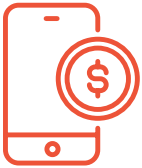
- Enter your Secure Access Code and click **“Submit”**. If your code is being sent to an email address and you don’t receive it, check your spam/junk folder.

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Enter your Secure Access Code

Secure Access Code

Back Submit



FIRST TIME LOGIN FOR EXISTING DIGITAL BANKING USERS - MOBILE

5. You will be promoted to set your new password. Your password must include the following:
- 8 to 20 Characters
 - One uppercase letter
 - One lowercase letter
 - One special character
 - One number
 - Cannot match or include your Login ID

All fields below are required

① Password Requirements:

- Must be between 8 and 20 characters
- Must contain at least 1 number
- Password must contain a minimum of 1 lower case characters.
- Password must contain a minimum of 1 upper case characters.
- Password must contain a minimum of 1 special characters.
- Password may not be the same as last 4 passwords.
- May not be the same as current password

New Password

Confirm New Password

Change Password



FIRST TIME LOGIN FOR EXISTING DIGITAL BANKING USERS - MOBILE

6. Check the box to agree to the Digital Banking Terms & Conditions.

A screenshot of a mobile app interface showing two buttons. The first button is white with a grey border and contains the text "I Do Not Accept". The second button is dark blue with white text and contains the text "I Accept".

7. The Device Registration screen will display. Here you can choose whether you want to register your current device.

Registering your device will allow you to bypass the Secure Access Code prompt every time you log in to Digital Banking. However, if you're using a device that is public, you should not register the device for security purposes. If your device is private and has appropriate security, you may register it by clicking "**Register Device**".

A screenshot of the Northeast Credit Union Device Registration screen. At the top is the Northeast Credit Union logo. Below the logo, the text "Device Registration" is displayed, followed by "Access Code Accepted." in green. There are two buttons: a white button with a grey border labeled "Do Not Register Device" and a dark blue button labeled "Register Device".

8. Success! You can now begin using our new platform!



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