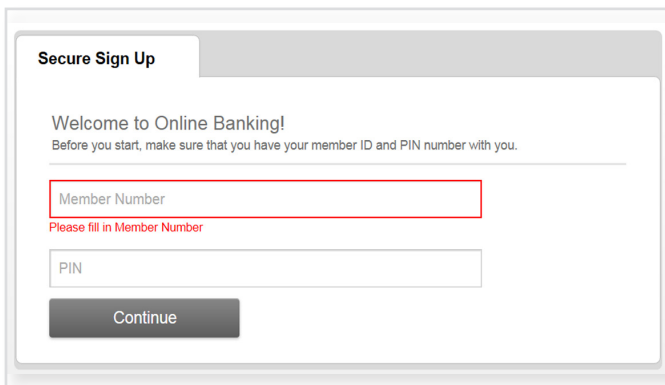


Where Do I Begin?

Registering Your Account

STEP 1 - Enter Your Information

New Online Banking users will go to the login feature on the Orlando Credit Union website. Click the **Account Setup** link.



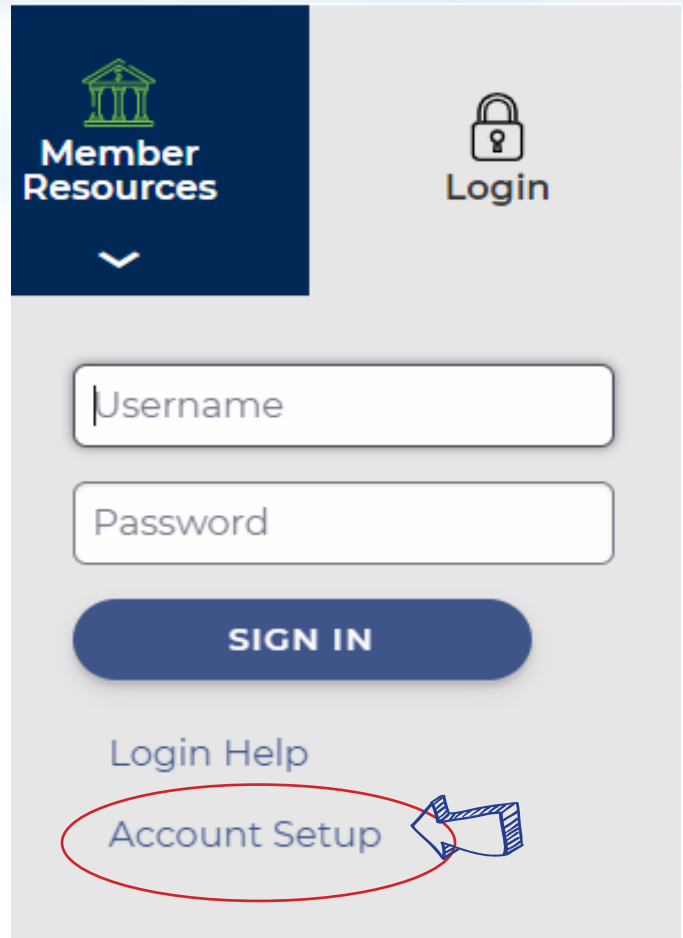
Secure Sign Up

Welcome to Online Banking!
Before you start, make sure that you have your member ID and PIN number with you.

Member Number
Please fill in Member Number

PIN

Continue



Member Resources

Login

Username

Password

SIGN IN

Login Help

Account Setup



The **first time** you log in to Online Banking: Members who opened their account before 12/20/2019 will use their **Member Number** and the **last six digits of the Primary Owner's Social Security Number** as the Password.

Members who opened their account after 12/19/2019 will use their **Member Number** and the **Primary Owner's full Social Security Number** as the password.

STEP 2 - Accept Terms

Accept the terms and conditions.



Note: You will get 3 attempts to log in. After the third failed attempt, your account is locked; you must contact Orlando Credit Union to have it unlocked.

Terms and conditions

End user license agreement

You must accept the terms and conditions to continue.

[See the terms and conditions](#)

Do you accept the terms and conditions?

I Accept

Decline

STEP 3 - Setup Your Username and Password

You will be prompted to create your new username and password, as well as enter and verify certain information.



Username and Password Tips

Username Requirements

- Usernames must be a minimum of 6 characters.
- Usernames can not be all numbers.

Password Requirements

- Passwords must be 8-32 characters and are case sensitive.
- Passwords must contain at least 2 of the following categories: letters, numbers any special characters.
- Passwords cannot contain part of the username or contain spaces.
- Passwords do not expire and can be reused.

STEP 4 - Verify Your Computer

For security purposes, your computer must be verified. To do this you can choose to have the verification code sent via phone, email or text. Keep in mind that forgotten passwords can only be retrieved via phone, not email, so one registered phone number is recommended.

Once the phone number or email for verification purposes has been set up, a verification code will be sent to the designated device or account for the member to enter. The verification code will consist of six (6) random digits and expire within ten (10) minutes.

Enter the code to verify your device.



Please verify your contact information.

Select where you would like to receive your verification code to confirm your contact information. If there is a login from a computer we don't recognize, we'll contact you.

Where should we send the code?

Message and data rates may apply for text option. For help or information send "help" to 44833. To cancel at anytime send "stop" to 44833. By clicking the "Text me" button you agree to the [Terms & Conditions and Privacy Policy](#)

Pro

Tip



After verifying your account, you will be asked to register your computer or device. If it is a private computer or device, you may have to register it. If it is a public computer or device, **DO NOT** register the device - you will need to verify the account each time you use a public computer.

Please verify your contact information.

Within a minute, you'll receive a verification code at (XXX) XXX-XXXX
Once you receive the code just type it in.

Save time by registering your computer.

If this is your personal computer, register it now. We won't need to contact you the next time you log in.

Step 5 – Begin Using Online Banking

Once you complete the initial login process, you can begin to use the new Online Banking features – your Orlando Credit Union account information will appear on the screen and you will be able to make transactions.

Questions about logging in? Call us at 407.835.3500 or Toll Free 1.800.953.4567

Problems logging in?



No worries, problem solved!

STEP 1 - Select the "Login Help" option on the login box.

No need to call our office. If you have forgotten your password or username, you can set yourself back up with just a few easy steps. Just select the "Login Help" option on the user login box.

A screenshot of a login interface. It features a 'Username' field, a 'Password' field, and a blue 'SIGN IN' button. Below the button are three links: 'Login Help', 'Account Setup', and 'Help Guide'. The 'Login Help' link is circled in red, and a blue arrow points to it from the right.

Can't access your account?

Provide the following information and we'll send you a temporary password.

Phone number

+1 (xxx) xxx-xxxx

This phone number must be already added to your account.

Username

Send me a new password

Cancel

[I forgot my username](#)

STEP 2 - Forgot Password

If you have forgotten your password, all you need is your phone number you registered with your account and the username you currently use. It's that simple.

STEP 3 - Forgot username

If you have forgotten your username and password, you can press the forgot username on the box. You will then be asked to enter the email address you used when signing up for online banking.

Forgot your Username?

Enter the email address you use for online banking and we'll email you your Username

Email

▲ Incorrect email format

This email address must be already added to your account.

Send

Cancel

Setting Up

Your Bill Pay

Step 1 – Setting Up Bill Pay

Sign up for Bill Pay from your desktop, mobile device or tablet.



Bill Pay Sign Up

You're one step away from the simple way to pay.

- **One-stop convenience.** Pay just about anyone or any bill -- all right here.
- **One-minute speed.** Make three payments in about 60 seconds.
- **One-click ease.** Pick who gets paid, when and how much -- then just click to pay.

Sign up

United States

I have read and accepted the [Terms & Conditions](#) of service.

Complete Sign up

Step 2 – Using Bill Pay

Start using Bill Pay – set up new payees, schedule bills, get eBills and more. Click the “add payee” option to add new bills. You can search from a list of existing payees or set up an entirely new payee. You will need the account number, complete address, and/or phone number.



Welcome to bill pay!

Who do you need to pay? [Add](#)

Pay All Bills on this page? Click on Pay All Button to proceed. Total: \$0.00 [Pay All](#)

My Payments [View payment history](#)

Search payment history [Search](#)

This Receipt Area will show scheduled payments and payments completed in last 90 days.



I want to...
[Manage funding accounts](#)
[Read bill pay messages](#)
[Get help](#)
[Contact us](#)

Other nifty options

in online banking

My settings. To change your personal information such as update contact information, email address, username or password, select the my settings option at the top of the online banking home page.

Help. Get to know the features you have available to you in online banking by pressing this option in the upper right hand corner.

Support Send a secure message via online banking to a representative in our contact center.

Apply for a Loan To complete an online loan application in online banking securely.

[My Settings](#) | [Help](#) | [Support](#) | [Logout](#)



Featured: [Apply for a Loan](#)