

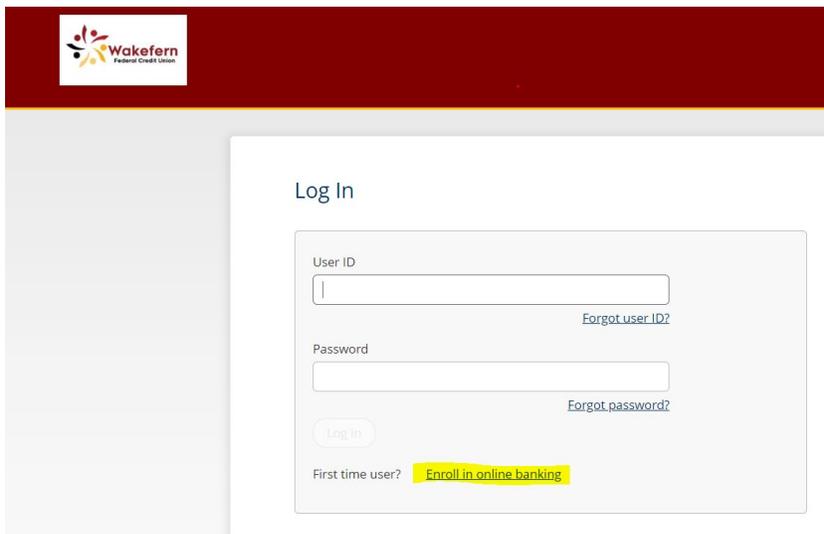
Starting Monday, April 3rd, we will bring a new and improved digital banking service to the Wakefern Federal Credit Union.

The digital banking update has been months in the works and we are almost ready for the big reveal. We are using the latest technology to create a digital banking experience that we know you're going to love. You'll have immediate access to your account with robust tools and the latest in security to help you manage your finances anytime, anywhere.

IMPORTANT

CURRENT **AND** NEW ONLINE/MOBILE BANKING NEW USERS MUST USE THE "FIRST TIME USER? **ENROLL IN ONLINE BANKING**" LINK.

- 1) Visit our website at: [Wakefern Federal Credit Union - Home \(wakeferncu.org\)](http://Wakefern Federal Credit Union - Home (wakeferncu.org) /) / or copy and paste the this link into your browser www.wakeferncu.org
- 2) Click on the Online Banking Login –

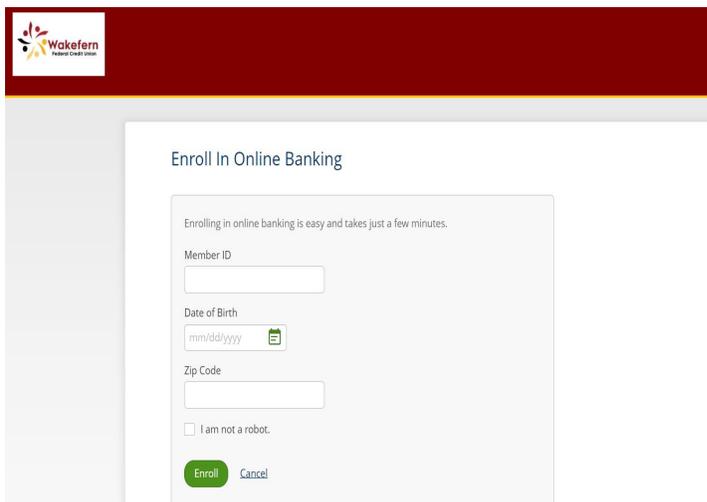


To enroll in online banking, please click on online banking from the Wakefern FCU website.

The log in screen will appear.

Please click on **Enroll in Online Banking** at the bottom of the gray box.

- 3) Fill out the fields for enrollment



To enroll in online banking, please enter your Member ID (account number), your Date of Birth and your Zip Code.

Please confirm that you are not a robot by clicking in the box, then click on the Enroll box.

4) Accept the Terms and Conditions

Wakefern
FEDERAL CREDIT UNION

Accept Terms And Conditions

TERMS OF USE

AGREEMENT BETWEEN USER AND Wakefern Federal Credit Union

The Wakefern Federal Credit Union Online Banking Web Site is comprised of various Web pages operated by Wakefern Federal Credit Union.

The Wakefern Federal Credit Union Online Banking Web Site is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein. Your use of the Wakefern Federal Credit Union Online Banking Web Site constitutes your agreement to all such terms, conditions, and notices.

MODIFICATION OF THESE TERMS OF USE

Wakefern Federal Credit Union reserves the right to change the terms, conditions, and notices under which the Wakefern Federal Credit Union Online Banking Web Site is offered, including but not limited to the charges associated with the use of the Wakefern Federal Credit Union Online Banking Web Site.

I have read and accept the terms and conditions.

[Continue](#) [Cancel](#)

Review the terms and conditions for the new online banking program. When finished reading the terms and conditions, please click the box that states “I have read and accept the terms and conditions.”

Please click the Continue button.

5) Create a User ID and New Password

Enroll In Online Banking

Enrolling in online banking is easy and takes just a few minutes.

User ID [?](#)

New Password

Confirm New Password

[Enroll](#) [Cancel](#)

A password must contain:

- At least 9 characters
- No more than 32 characters
- An uppercase letter
- A lowercase letter
- A number
- A special character, such as \$, #, or @

Do not use a previous password.

You will be required to enter a User ID - User ID must be 6 characters

In the second box, you will need to enter your new password. In the third box, you will need to confirm your new password. –

Note: Passwords 9 – 32 (one upper and one lower case, one number, and one special character)

Please click Save to move to the next screen.

6) After you have successfully enrolled you will get the following screen.

You will have to log in again with the newly created user id and password.

Log In

✔ You have successfully enrolled. You may log in using your new User ID and Password.

User ID

[Forgot user ID?](#)

Password

[Forgot password?](#)

Log In

First time user? [Enroll in online banking](#)

7) Select (5) Security Questions and Provide Answers

For your security, you will need to choose five security questions and provide answers. When logging in from an unidentified device, you will be required to answer security questions.

Select Security Questions

Select and answer five questions that are easy for you to remember and hard for others to guess. Answers can be from 5 to 32 characters long and can use numbers, letters and any of these special characters - _ . ,

Question 1
Please select...

Answer

Question 2
Please select...

Answer

Question 3
Please select...

Answer

Question 4
Please select...

Answer

Question 5
Please select...

Answer

Save Cancel

8) Set Up Phone For Identity Verification

The screenshot shows a web form titled "Set Up Phone For Identity Verification". At the top, it explains that receiving verification codes on a phone provides additional security. Below this, it states that to start using online banking, a phone must be set up for identity verification and provides the contact number 304-748-8600. The form includes a "Phone" section with two radio button options: "+1 614-824-9749" (selected) and "+1 304-748-8600". There is a "Phone Nickname" text input field with a character count of 0. A "Notification" section has two radio button options: "Receive a text message" (selected) and "Receive a call". At the bottom are "Save" and "Cancel" buttons.

You will need to set up your phone for identity verification.

Please add a nickname for your phone and select the option for verification, either text message or a phone call.

Then click Save to move to the next step.

9) Validate your code with the OTP (One Time Passcode) or Phone Number feature

The screenshot shows a web form titled "Enter Verification Code". It instructs the user to enter the verification code that was sent to a specific phone number. There is a "Verification Code" text input field with a "send a new code" link to its right. Below the input field are "Verify" and "Cancel" buttons. At the bottom of the page, there is a blue footer containing the NCUA logo, the text "Copyright 2021 First Choice America FCU. All Rights Reserved.", and a "Terms and Conditions" link.

When you have received a phone call or text message with your verification code, please enter the code.

Click the Verify button and you will be taken to the online banking main screen where you will see your account information

Signing up for e-statements

To sign up for eStatements, you must do so using the **Online Banking Login** link on the www.wakeferncu.org website. You cannot sign up for eStatements using the phone App.

