

## CU Online Enhancement Q&A

**Q. I currently access multiple accounts through CU Online, how will this affect me?**

A. You will be prompted to set up a new CU Online Username and Password upon your first login attempt. Once created, this will act as your User Profile that will allow you to manage multiple accounts from one screen. You will no longer have to maintain a Username and Password for each of your accounts; you will only need 1.

**Q. Will each member have their own Username and Password?**

A. Yes. Moving forward, your access to CU Online will be based upon your individual Username and Password. This User Profile will allow you to manage all of your FORUM accounts from a single login.

**Q. What if I currently share a Username and Password with another member on my account?**

A. You will no longer be able to use the same Username and Password as another member on the account. Your access to CU Online will be based upon your unique Username and Password. This User Profile will allow you to manage all of your FORUM accounts from a single login.

**Q. Who do I contact if I have trouble logging in?**

A. Please access our online chat feature by clicking on [Live Help](#), located in the right hand corner of this screen or call us at 317.558.6299 or 800.382.5414.

**Q. What if I forget my Username or Password?**

A. Please click on Forgot Username or Forgot Password links on the login screen. Please note: the Forgot Username function only works if you have previously enrolled in our new enhanced security feature. If you have not, your Username is your account number.

**Q. Why am I being asked to type my Username and Password 9 times?**

A. Our new enhanced security feature, BioPassword, is software that captures individuals' unique keystrokes in order to authenticate or recognize an online user. In order to capture your unique keystroke, the software will require you to type in your Password 9 times or more. This will capture your keystroke dynamic by measuring your individual typing rhythm. Once you type the Password in at least 9 times, your template is set, and you will not be required to retype it 9 times again unless you forget your Password.

**Q. Why was I asked to type my Username and Password more than 9 times?**

A. If BioPassword is unable to capture your unique keystroke rhythm within 9 entries, it may require additional entries up to 25. Please note: If after 25 entries your unique template was unable to be created, you will be asked to start over.

**Q. Why can't I see my account information when I first login?**

A. Your new Username and Password connects you to CU Online. Once logged in, you can add accounts you would like to view on your Account Manager page. Simply, add your account(s) by entering the Account Number and its previous CU Online Account Password where indicated and click "Add this Account." Continue entering Account Numbers and Passwords for all accounts you would like to view. Please note: Your social security number must be present on any accounts you wish to add.

**Q. I've added the account(s) to my Account Manager page, how do I access the account specific functions (Bill Pay, e-Statements, Transfers, etc.)?**

A. On the account bar, there is a button called "Go To This Account." Click here to gain access to the account specific functions (Bill Pay, e-Statements, Transfers, etc.).

**Q. Where do I find the Bill Pay tab?**

A. The Bill Pay function is account specific. On the account bar, there is a button called "Go To This Account." Click here to gain access to the account specific functions. From here, you should see the Bill Pay tab in the upper navigation as in the previous version of CU Online.

**Q. Where do I find the e-Statements tab?**

A. The e-Statements function is account specific. On the account bar, there is a button called "Go To This Account." Click here to gain access to the account specific functions. From here, you should see the e-Statements tab in the upper navigation as in the previous version of CU Online.

**Q. How do I transfer funds between accounts?**

A. The transfer function is account specific. On the account bar, there is a button called "Go To This Account." Click here to gain access to the account specific functions. Once you are in the account, the transfer function is located under the Accounts tab in the upper navigation as in the previous version of CU Online.

**Q. Are there format requirements on my Username and Password (i.e. number of characters, numeric requirements, etc.)?**

A. The minimum number of characters for your Username and Password is 6. The maximum number of characters for your Username and Password is 30. Neither can be all numeric. Also, your Username/Password combination cannot be the same as your previous login information.

**Q. What if I don't have the Password for an account I would like to add to my Account Manager?**

A. Within the bar to add new accounts to your Account Manager page, click the "Request Account Password" link located beneath the Password field.

**Q. Can I add accounts to my Account Manager that I am not on?**

A. No. As part of our enhanced security, your social security number must be present on any accounts you wish to add to your Account Manager page.

**Q. How do I access accounts where my social security number is not present?**

A. The primary account holder must contact member services to have your name and social security number added to their account. If that is not possible, you will not be able to view or perform transactions on that account through CU Online.