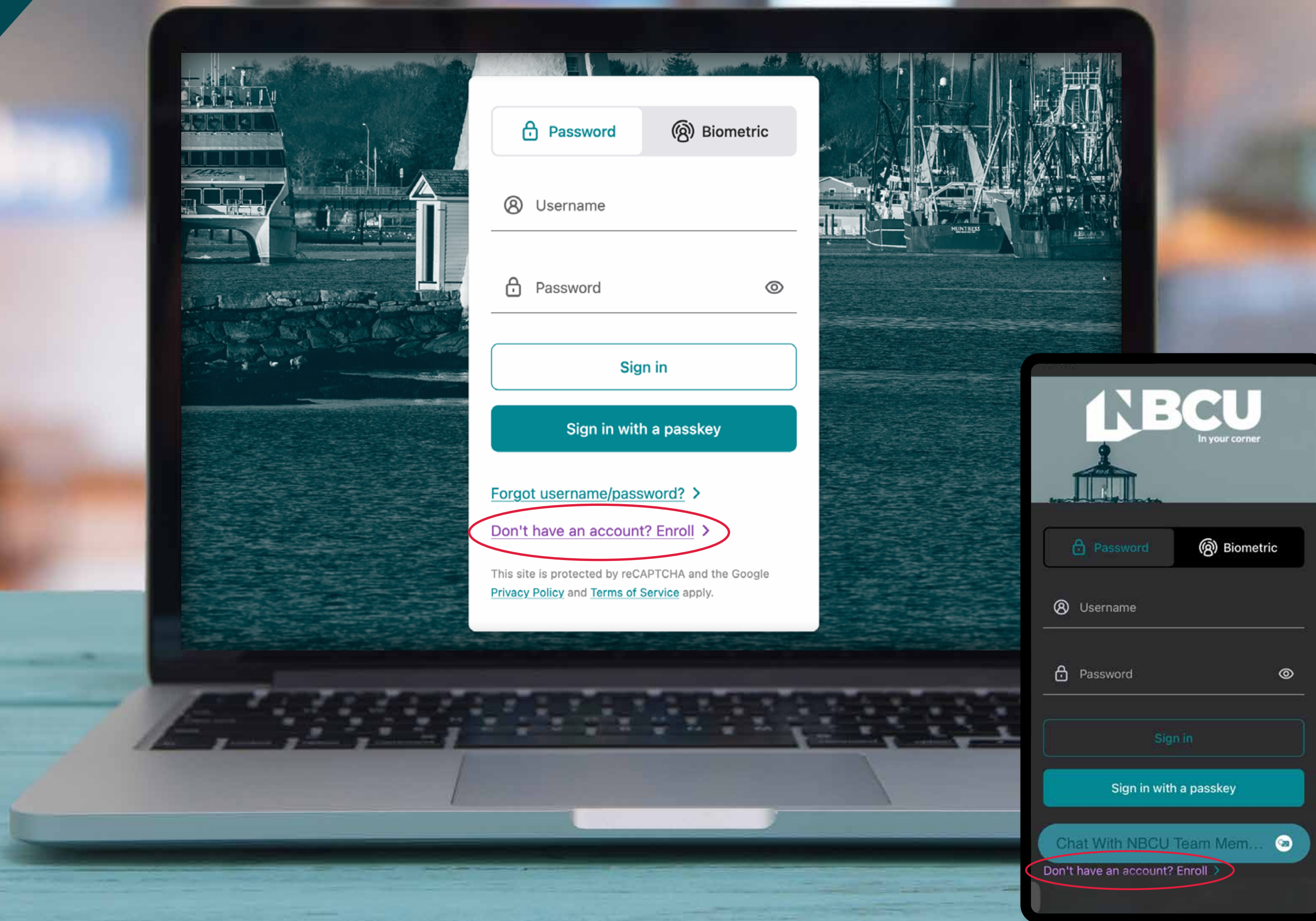


# Digital Banking Enrollment Tutorial

Take a tour of the enrollment process for our new online and mobile banking platform.

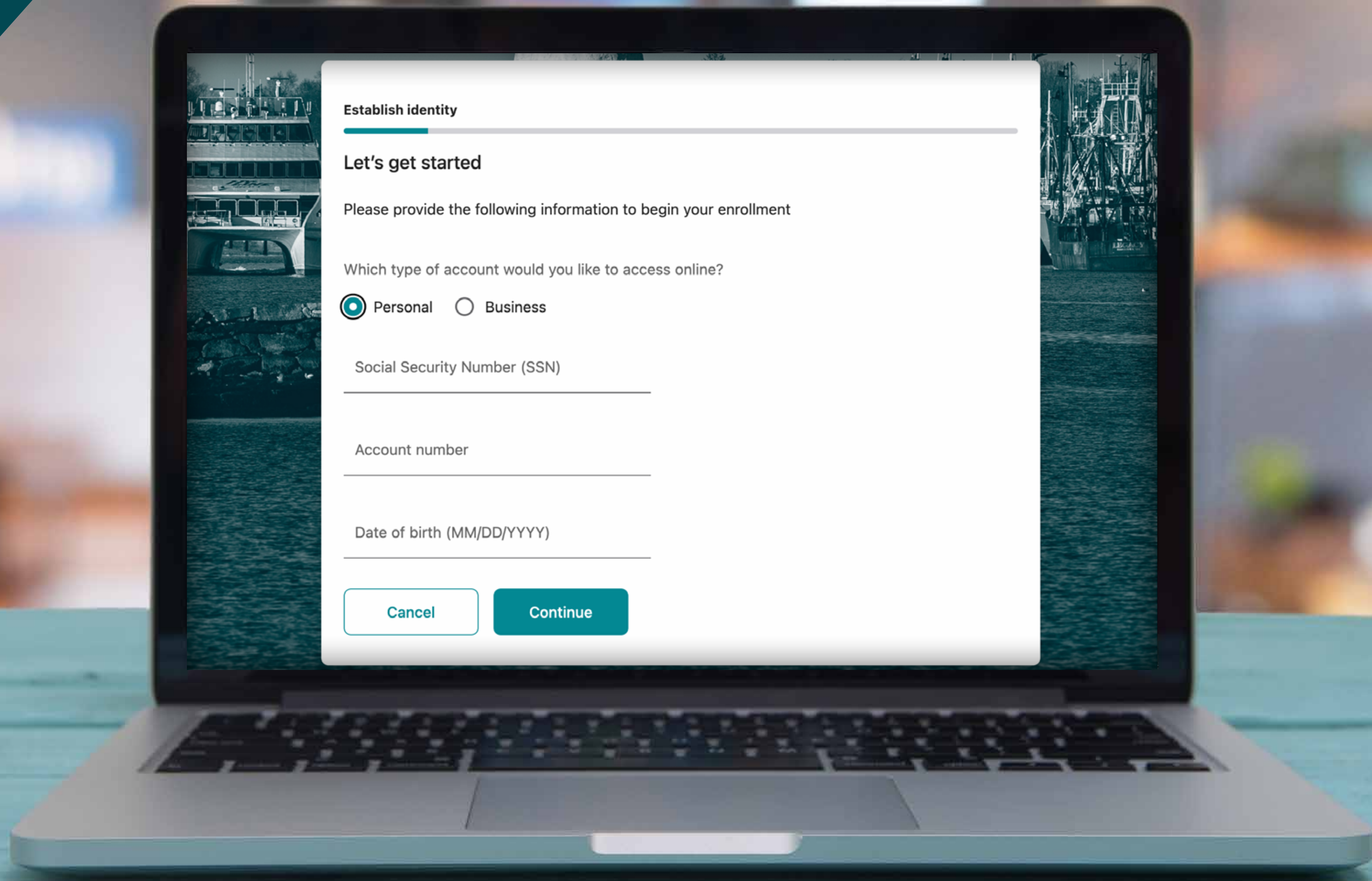


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To start, navigate to the online banking login box on the home page at [nbcu4u.com](https://nbcu4u.com), or download the new mobile banking app.

From the login box, click **Don't have an account? Enroll.**

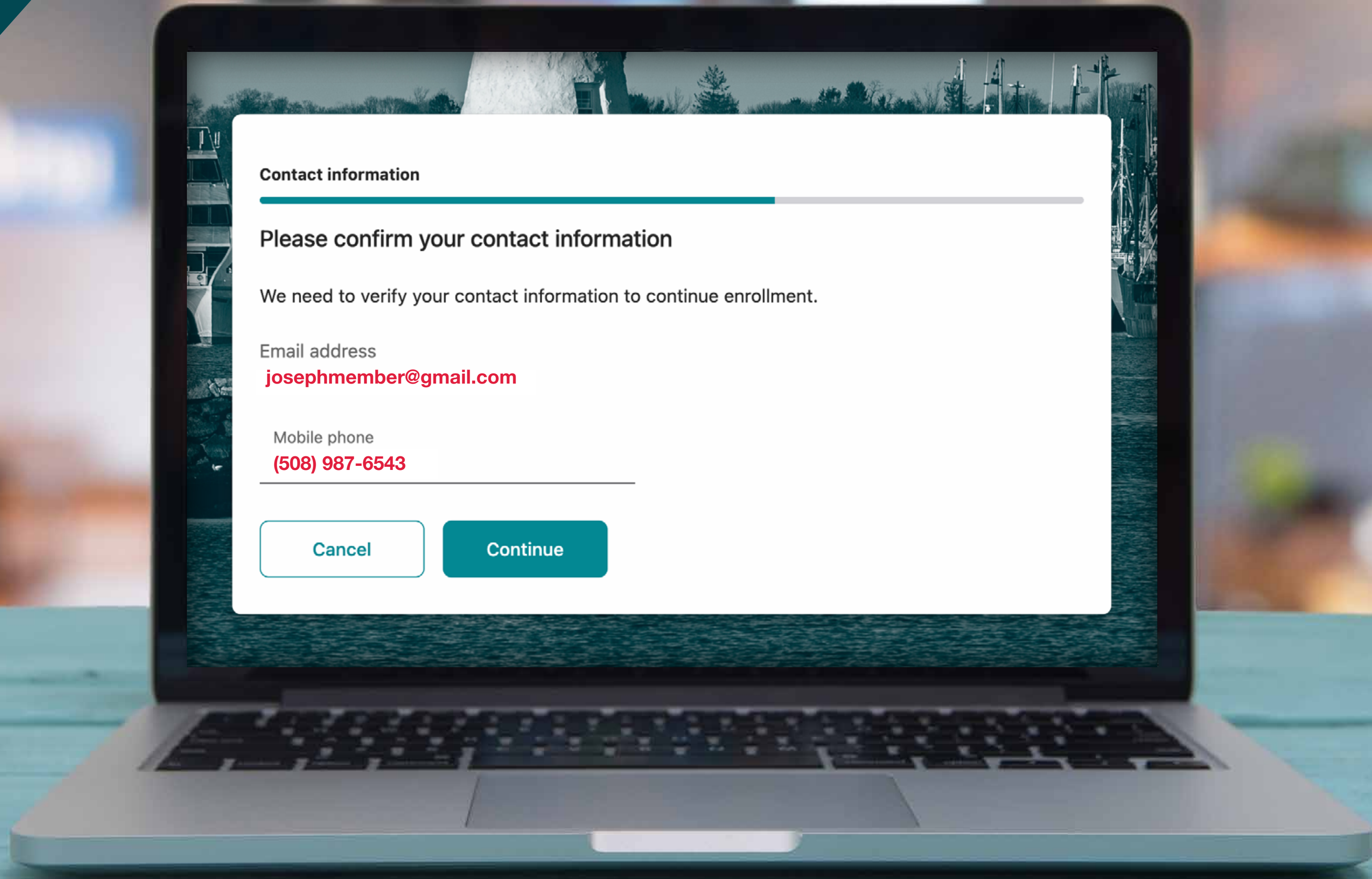


## Establish Identity

Select the type of account: personal or business.

Enter your 9-digit Social Security number (SSN), account number, and date of birth.

Click **Continue**.



## Establish Identity

Please confirm your contact information.

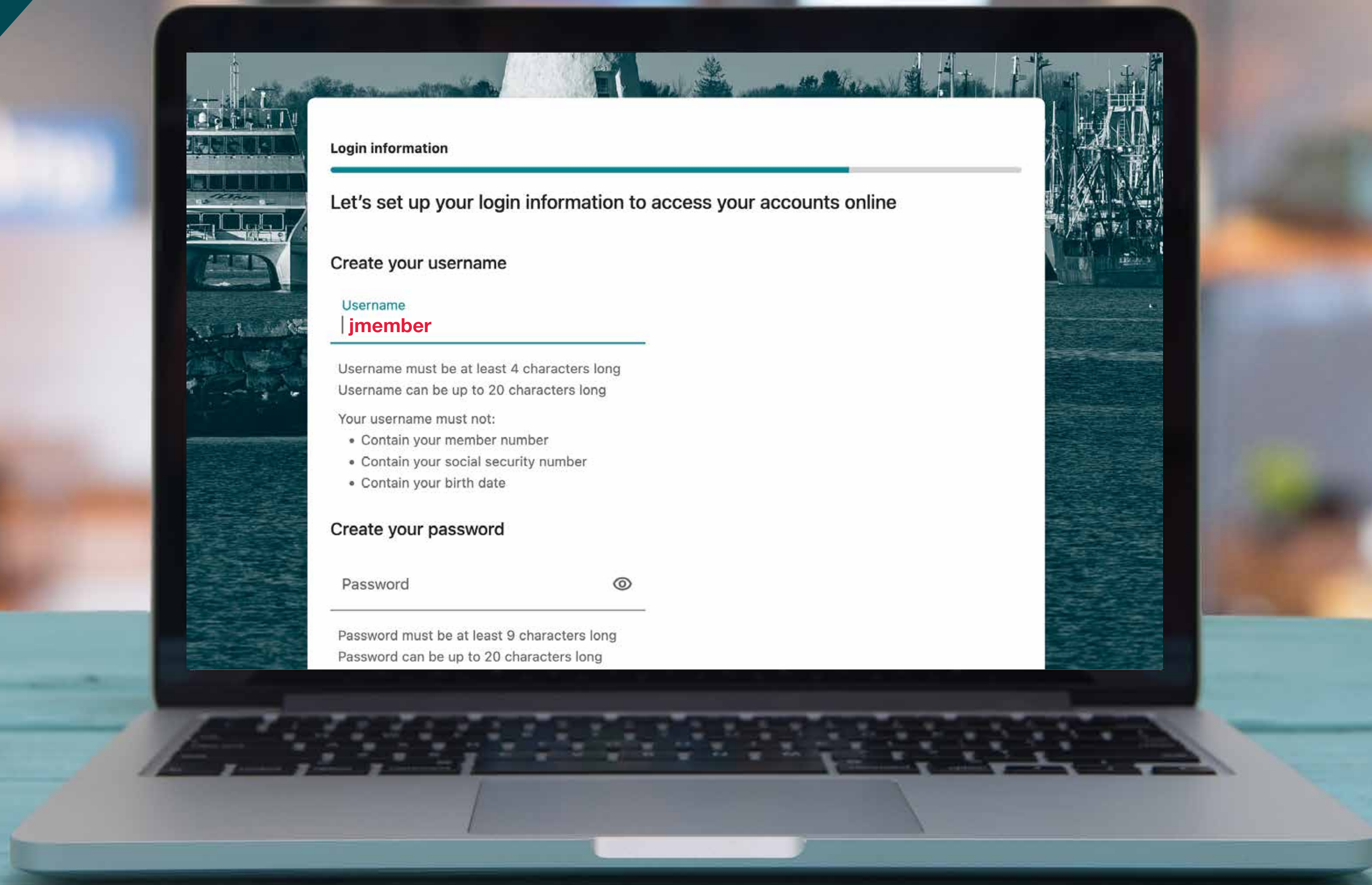
Click **Continue**.

# Create a Username

You can reuse the same username that you were using, as long as it meets the criteria.

It **must be** no less than 4 characters long, and no more than 20 characters long.

It **must not contain** your member number, your Social Security number, or your birth date.



The image shows a laptop screen with a login information setup form. The form is titled "Login information" and includes a sub-header "Let's set up your login information to access your accounts online". The main section is "Create your username", which has a text input field containing "jmember". Below the input field, there are instructions: "Username must be at least 4 characters long" and "Username can be up to 20 characters long". A list of restrictions follows: "Your username must not:" followed by three bullet points: "Contain your member number", "Contain your social security number", and "Contain your birth date". The next section is "Create your password", with a text input field containing "Password" and a toggle icon. Below the input field, there are instructions: "Password must be at least 9 characters long" and "Password can be up to 20 characters long".

**Login information**

Let's set up your login information to access your accounts online

**Create your username**

Username  
| **jmember**

Username must be at least 4 characters long  
Username can be up to 20 characters long

Your username must not:

- Contain your member number
- Contain your social security number
- Contain your birth date

**Create your password**

Password

Password must be at least 9 characters long  
Password can be up to 20 characters long

# Create a Password

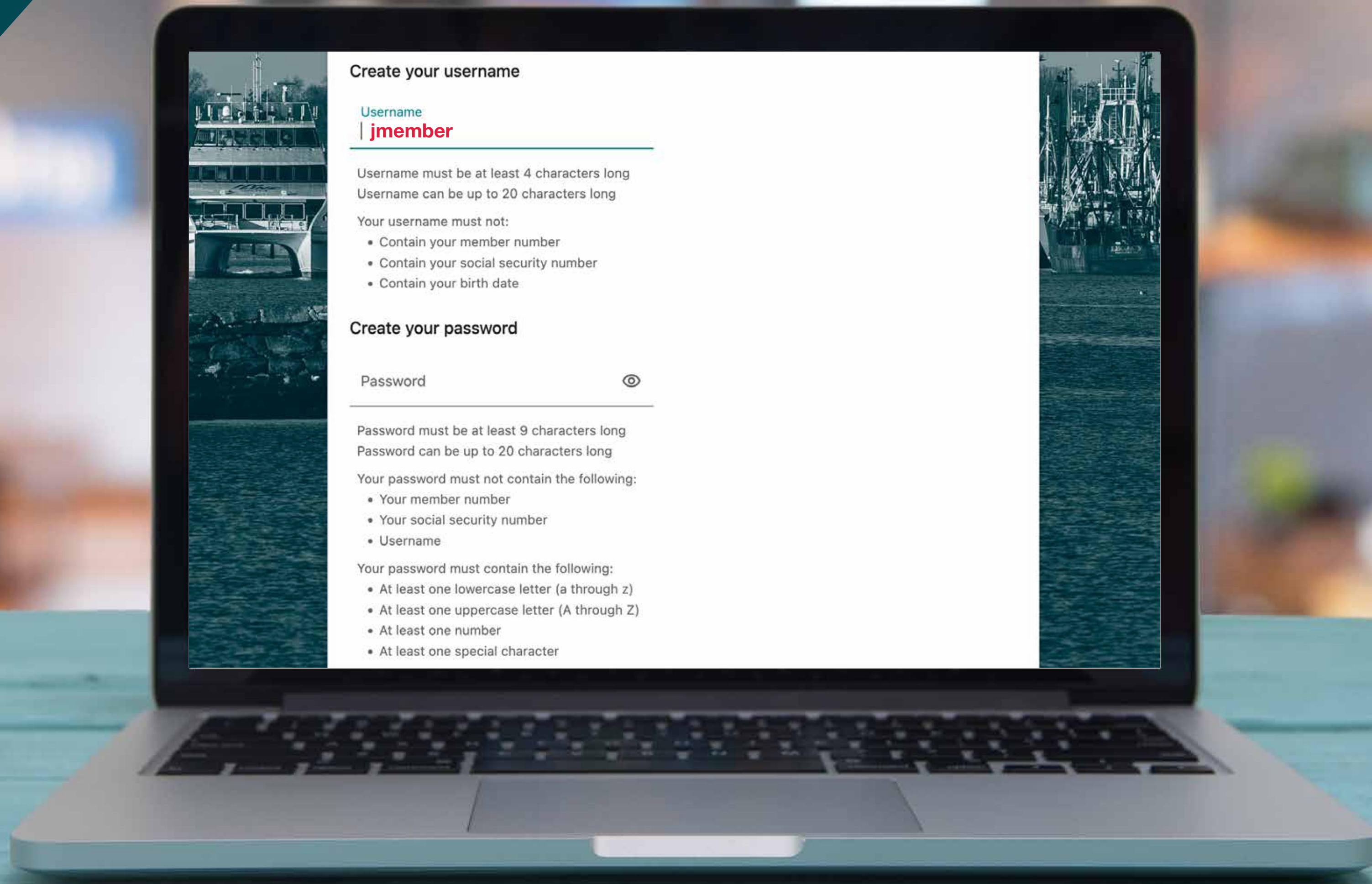
You can reuse the same password that you were using, as long as it meets the criteria.

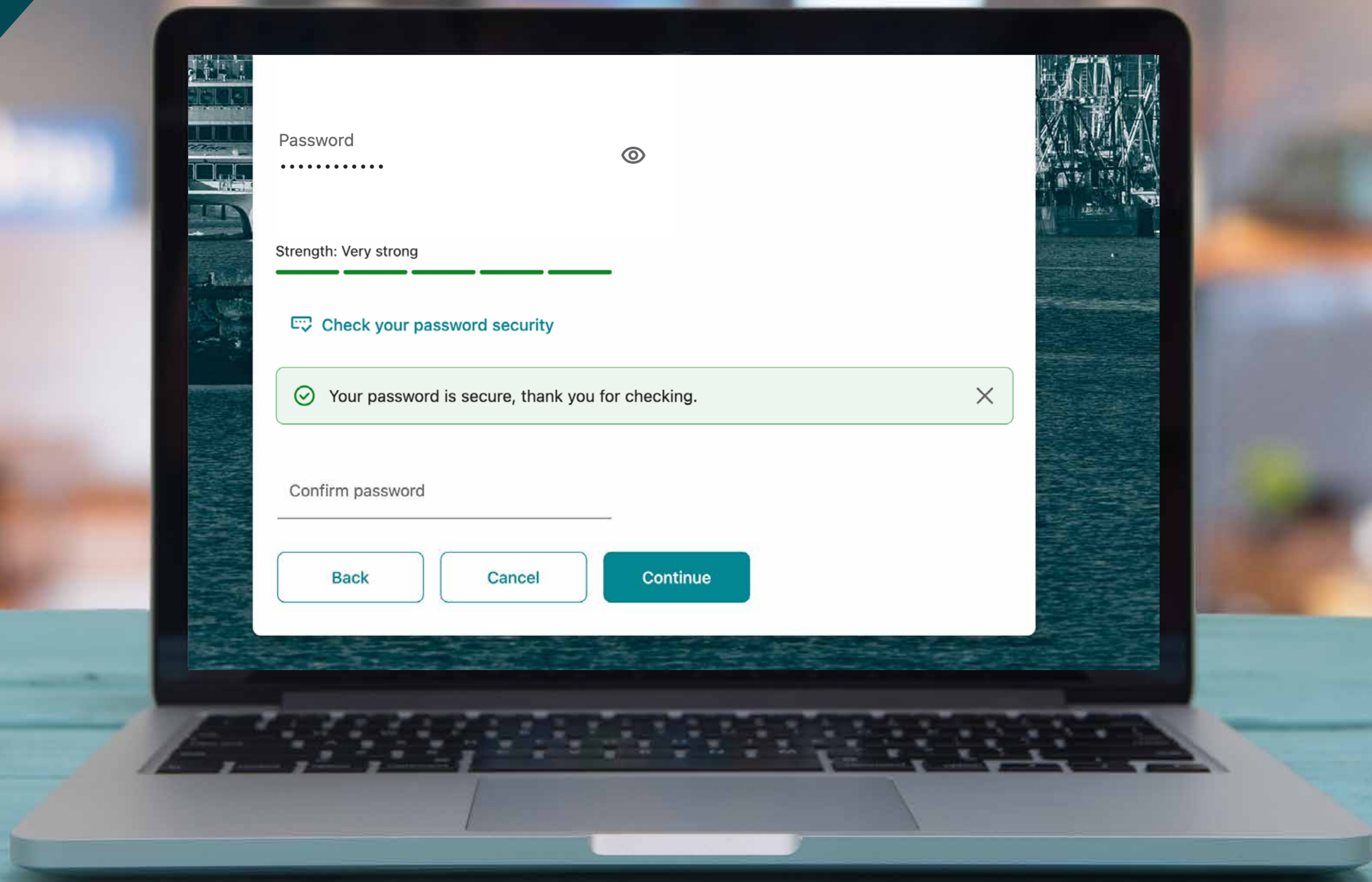
Your password must be no less than 9 characters long and no more than 20 characters long.

## It must contain:

- At least one lowercase letter
- At least one uppercase letter
- At least one number
- At least one special character

It **must not contain** your member number, your Social Security number, or your username.





## Confirm Password

Check your password security, and then confirm your password.

Click **Continue**.

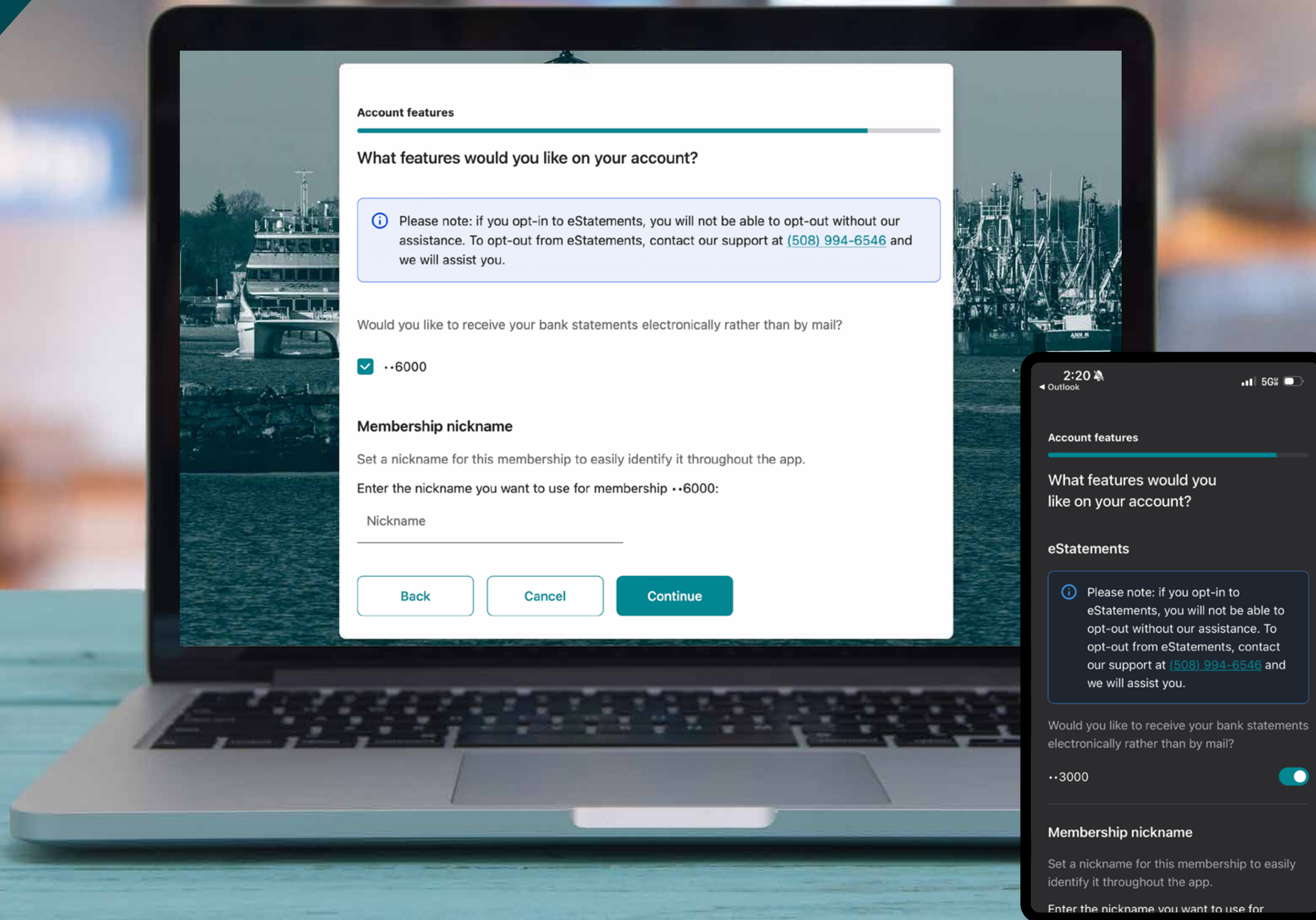
# Choose Your Account Features

*(optional)*

Use the check box to enroll in **eStatements**.

You may also set up a nickname for your account.

Click **Continue**.



# You're almost done!

Check your information,  
then click the link to read  
the **Terms and Conditions.**

## Confirmation

### Review & Submit

You're almost done. Please check your information before you submit.

### Account information

Username

**jmember**

Email address

**josephmember@gmail.com**

Mobile phone

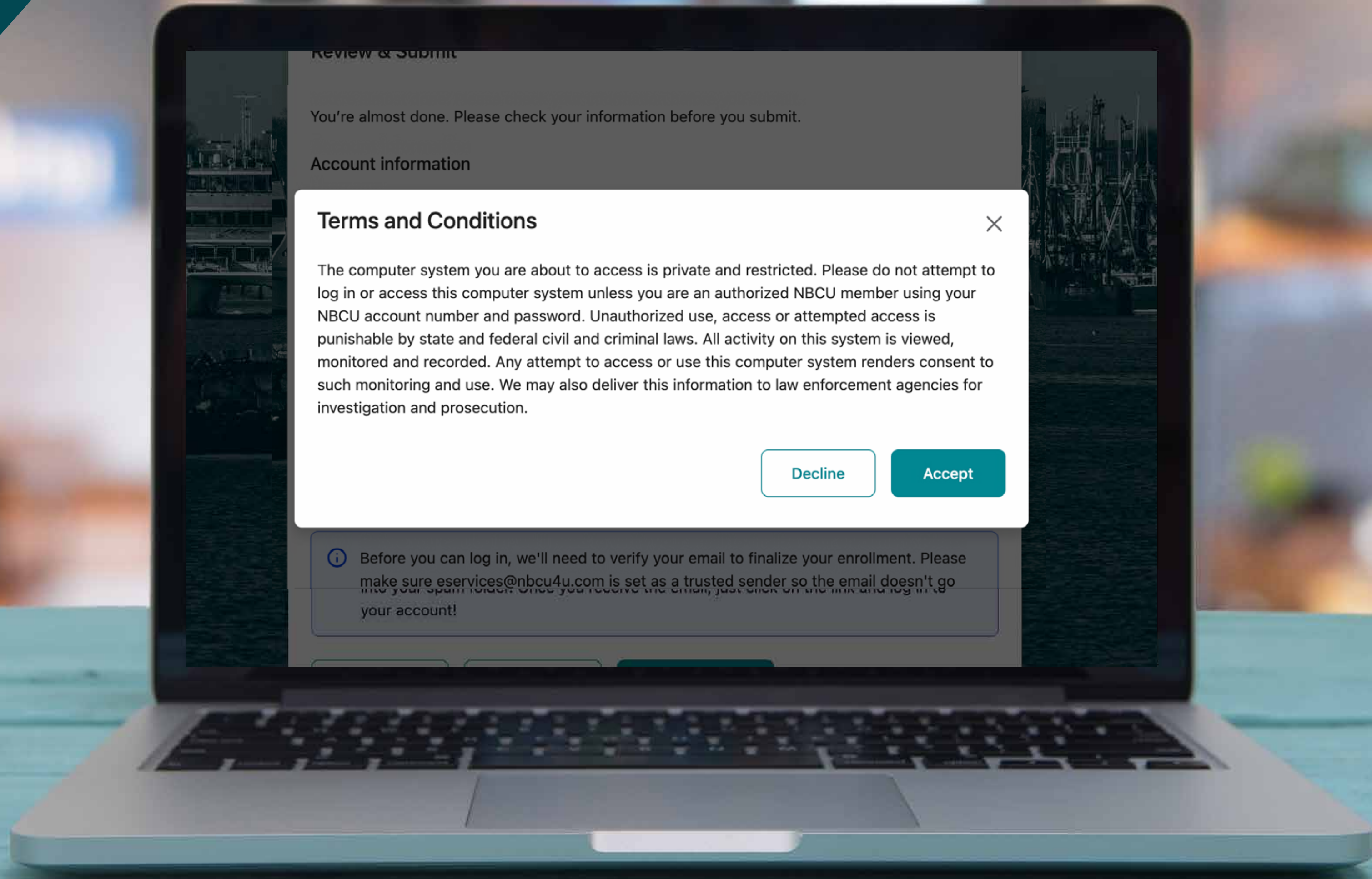
**(508) 987-6543**

### Agreement

By checking this box, you acknowledge that you have read and agreed to the terms below.

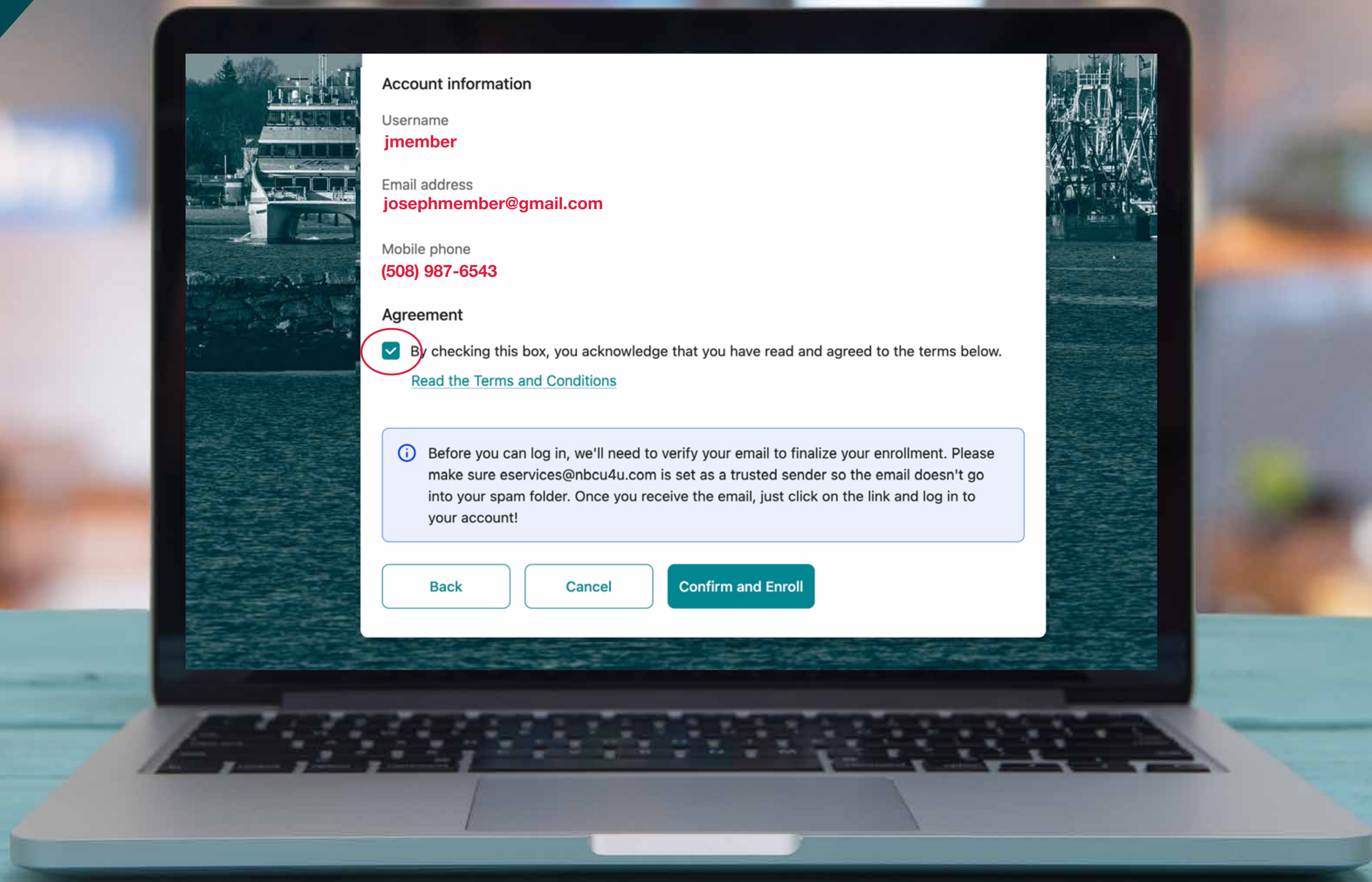
[Read the Terms and Conditions](#)

**i** Before you can log in, we'll need to verify your email to finalize your enrollment. Please make sure eservices@nbcu4u.com is set as a trusted sender so the email doesn't go into your spam folder. Once you receive the email, just click on the link and log in to your account!



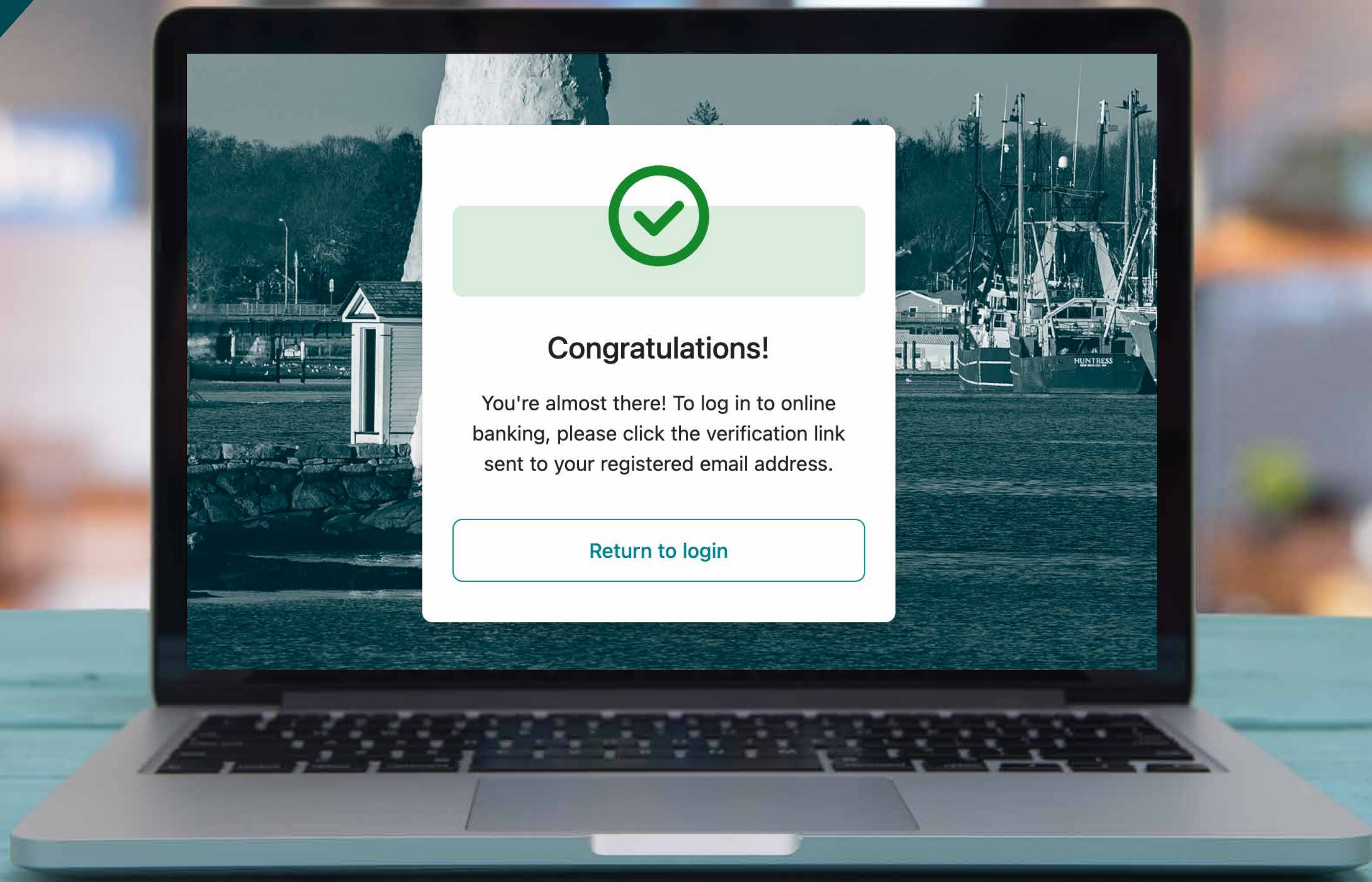
Read the **Terms and Conditions.**

Click **Accept.**



Check the box to acknowledge that you've read the **Terms and Conditions.**

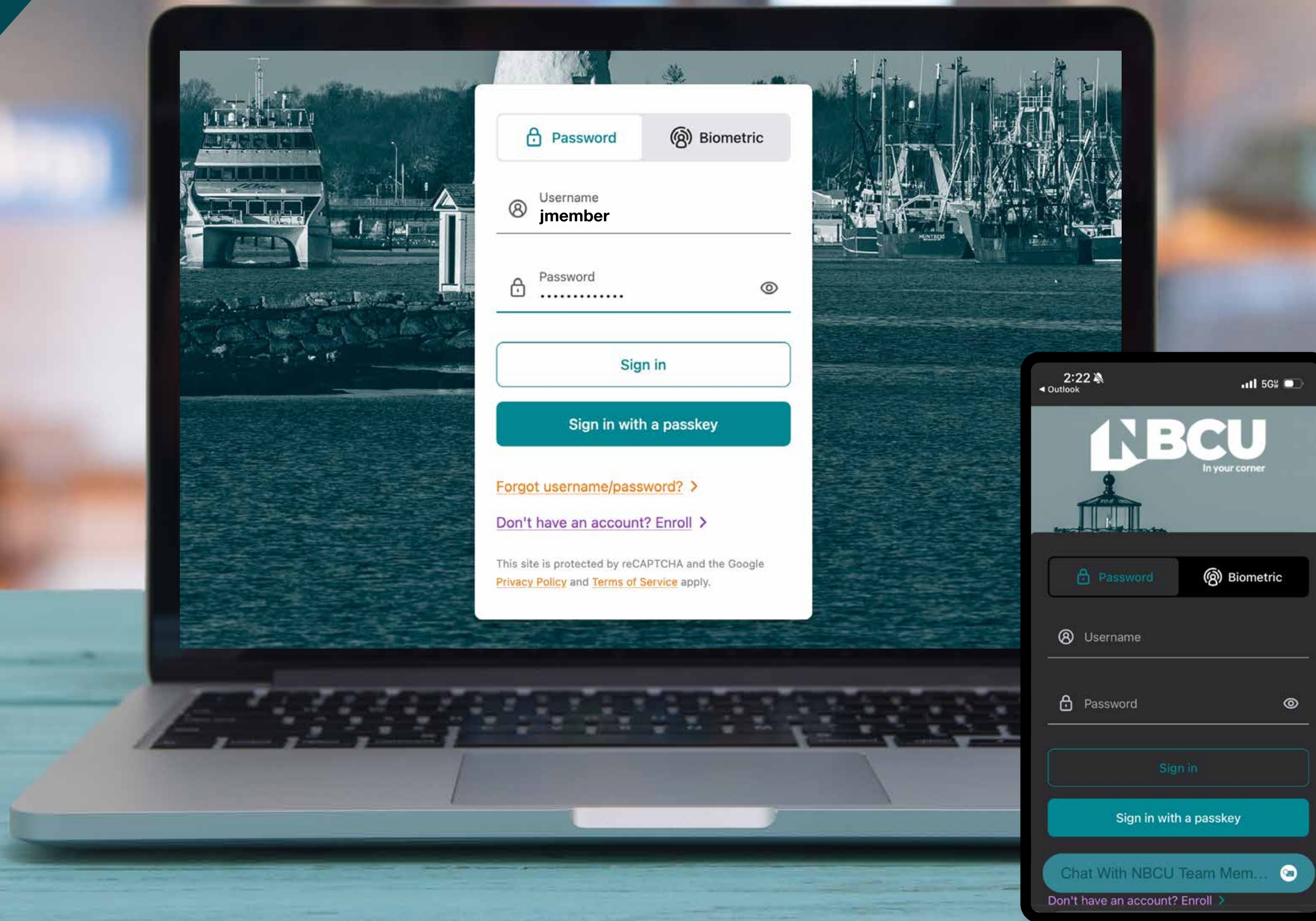
Click **Confirm and Enroll.**



## Congratulations!

You will receive an email for verification instructions to complete the enrollment process.

Click **Return to login.**



Enter your new username and password.

Click **Sign in**.

### Please verify your email address

To protect your account, we require that all new users verify their email address. Please check your inbox for a verification email, and verify your email address by clicking the link in that message.

#### Didn't get the email?

If you didn't receive the verification email, you can request another. It may take up to 10 minutes to arrive. Be sure to check your spam/junk folder.

Wrong address? [Contact us](#) to change your email.

Email

[josephmember@gmail.com](mailto:josephmember@gmail.com)

Send verification email

[Return to login](#)

Please verify your email address.

Click **Send verification email**.

Greetings from NBCU!

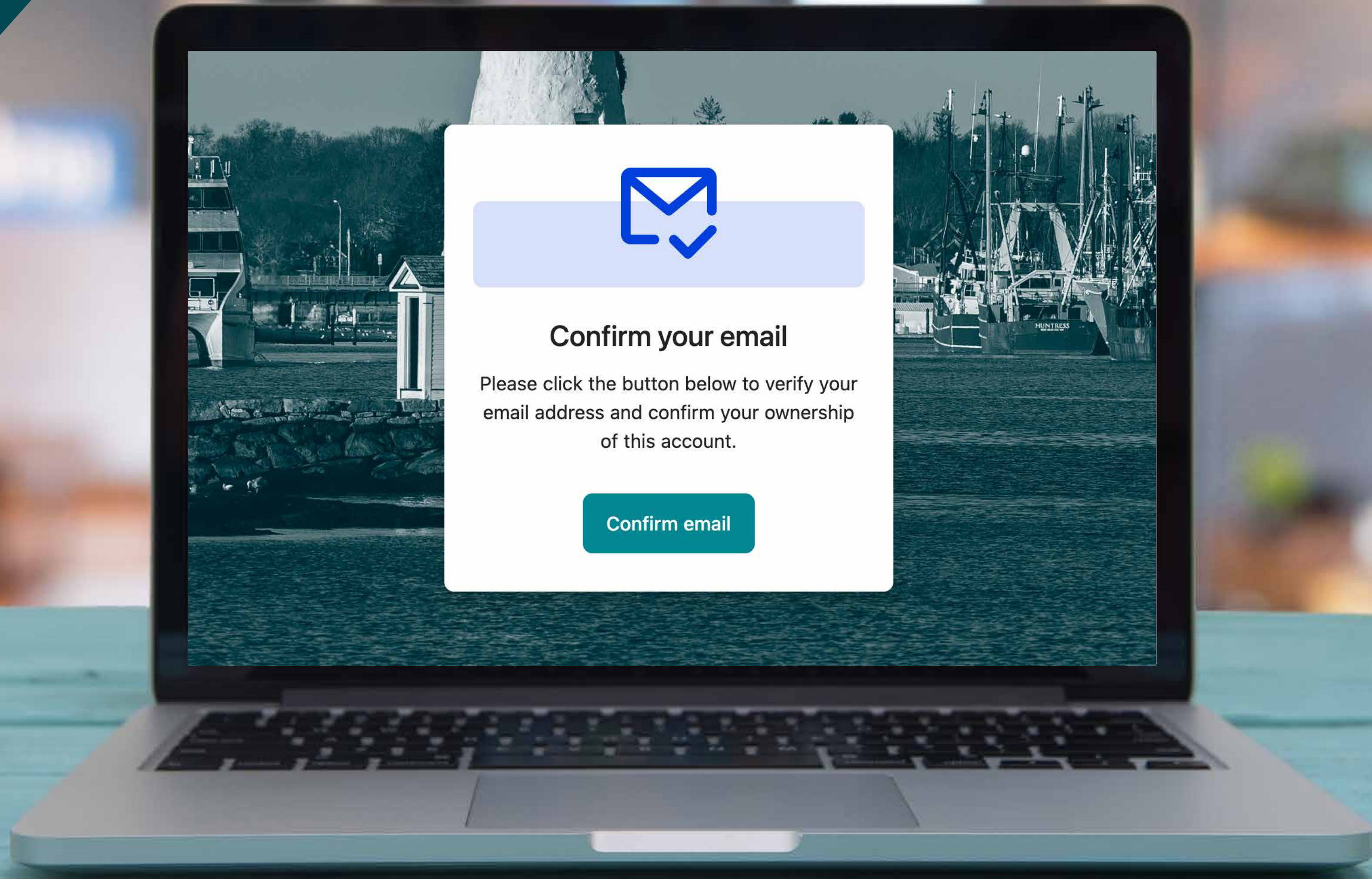
To complete your online banking enrollment, please click this link to verify your email address and log in to our system: [\[Redacted Link\]](#)

To protect your privacy, email messages from NBCU will never ask you for any information that could uniquely identify you.

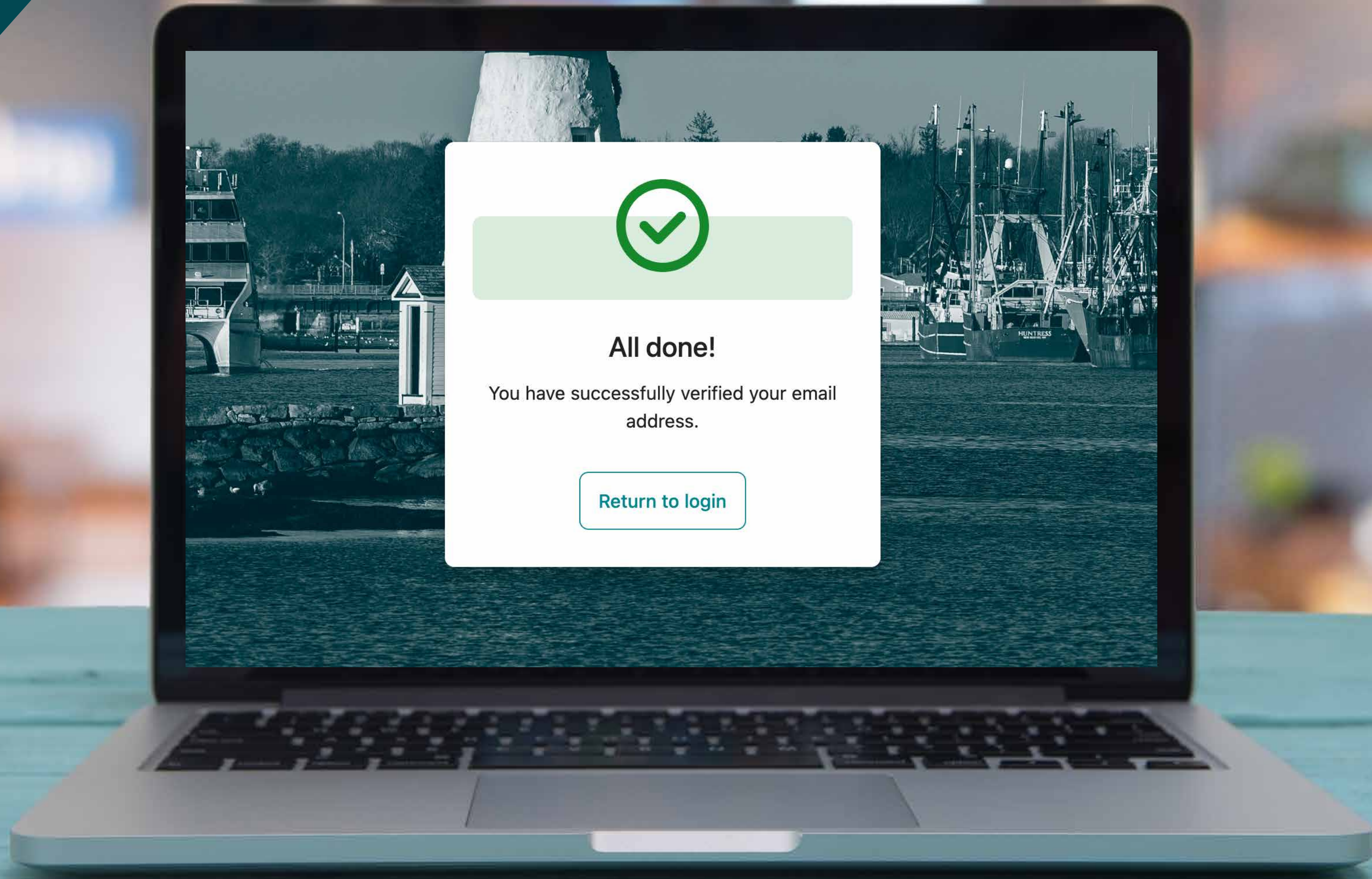
Sincerely,  
NBCU

Please do not respond to this message. Replies are routed to an unmonitored email account.

Click the email verification link in the email you receive from the credit union to complete your enrollment.

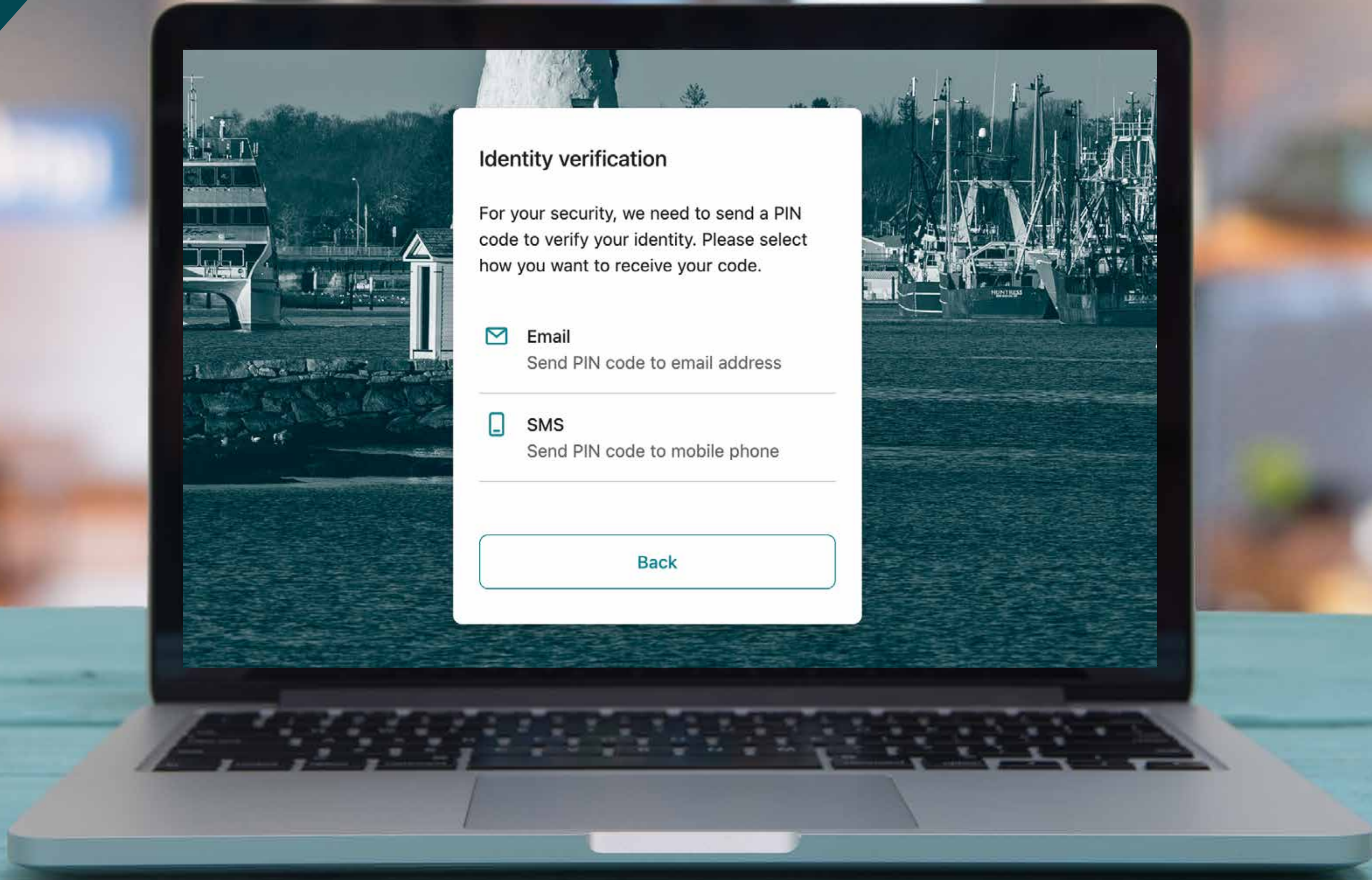


Click **Confirm email**.



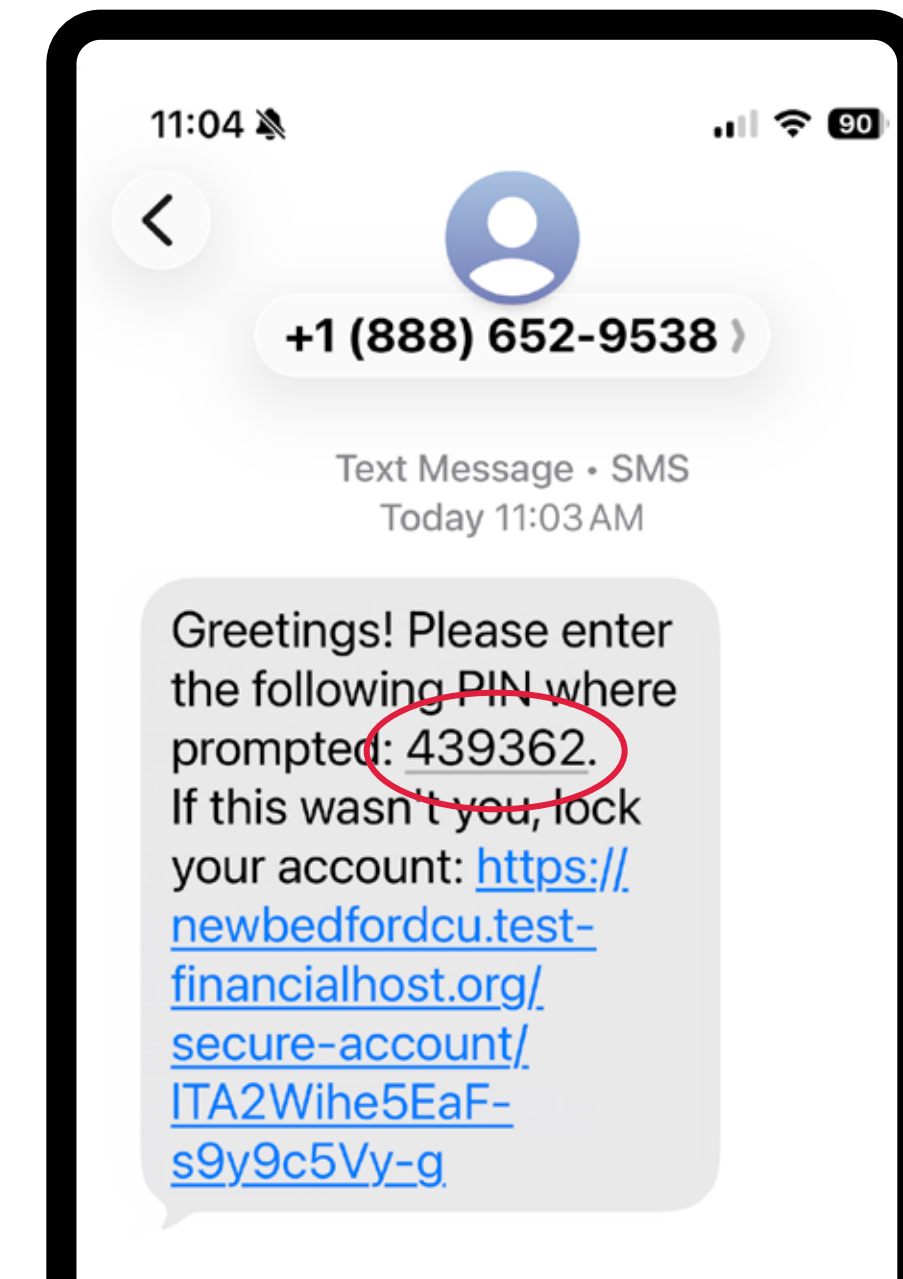
You have successfully  
verified your email.

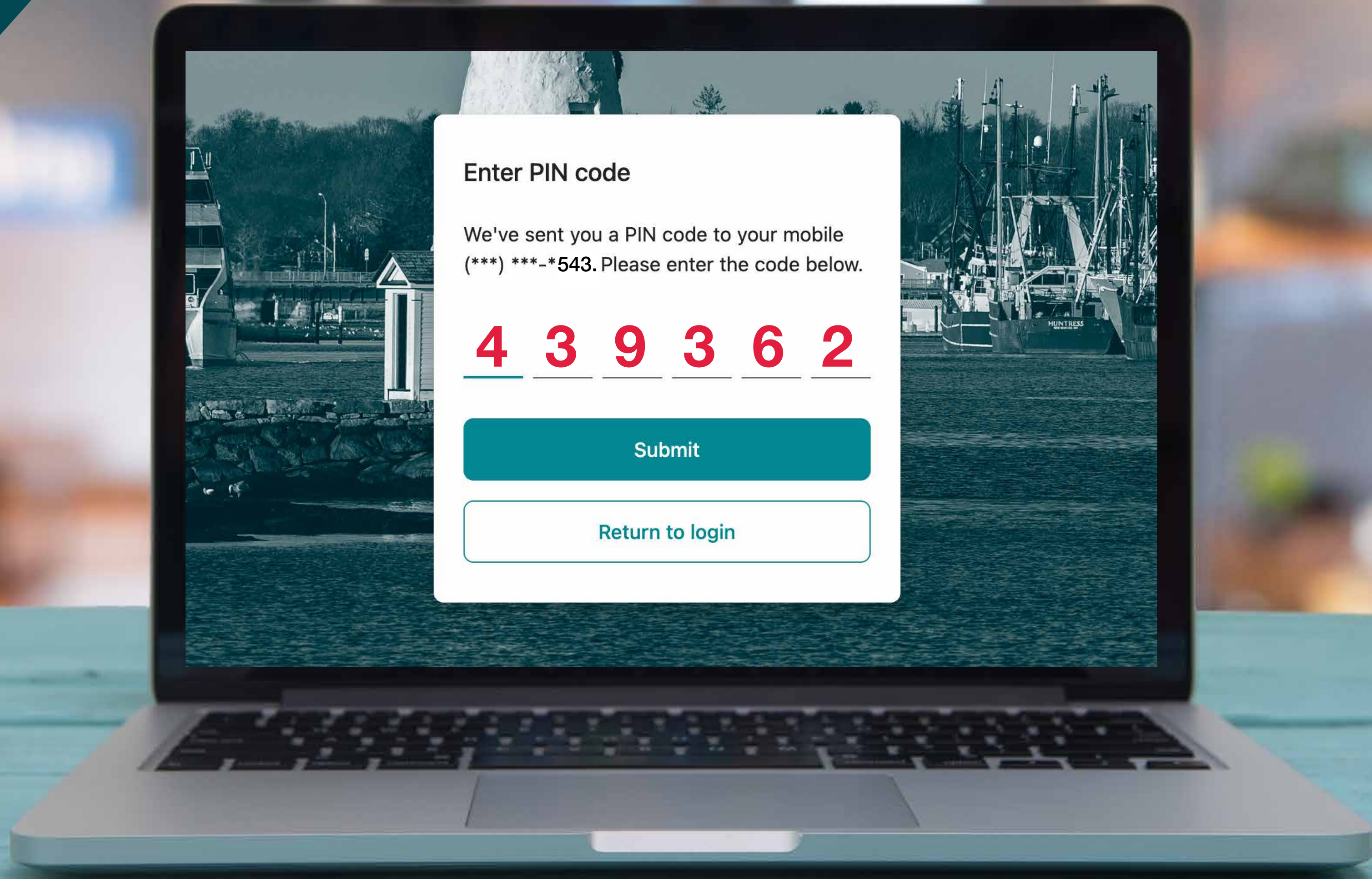
Click **Return to login.**



For your security, we need to send a PIN code to verify your identity.

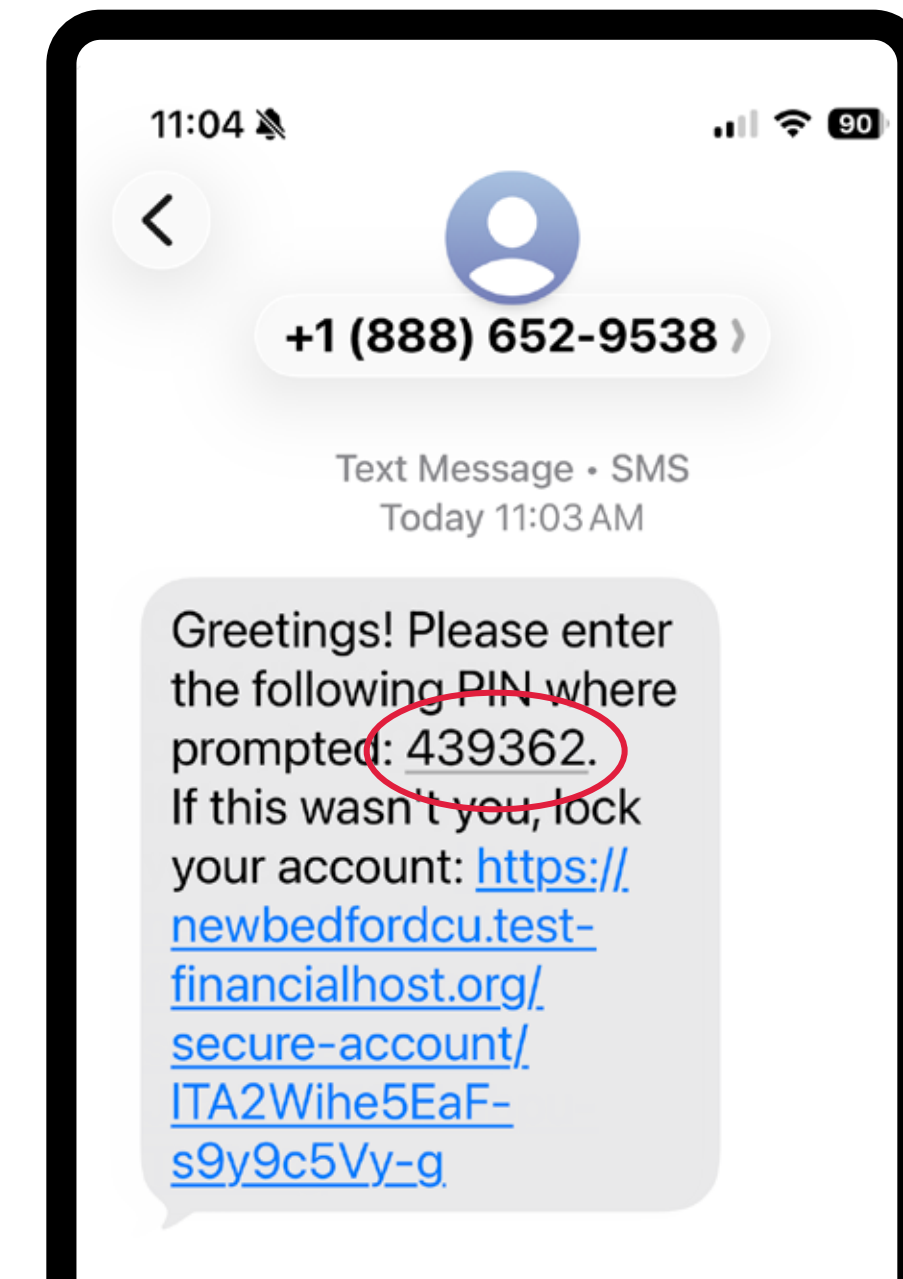
**Select how you want to receive your code** — via email or SMS.

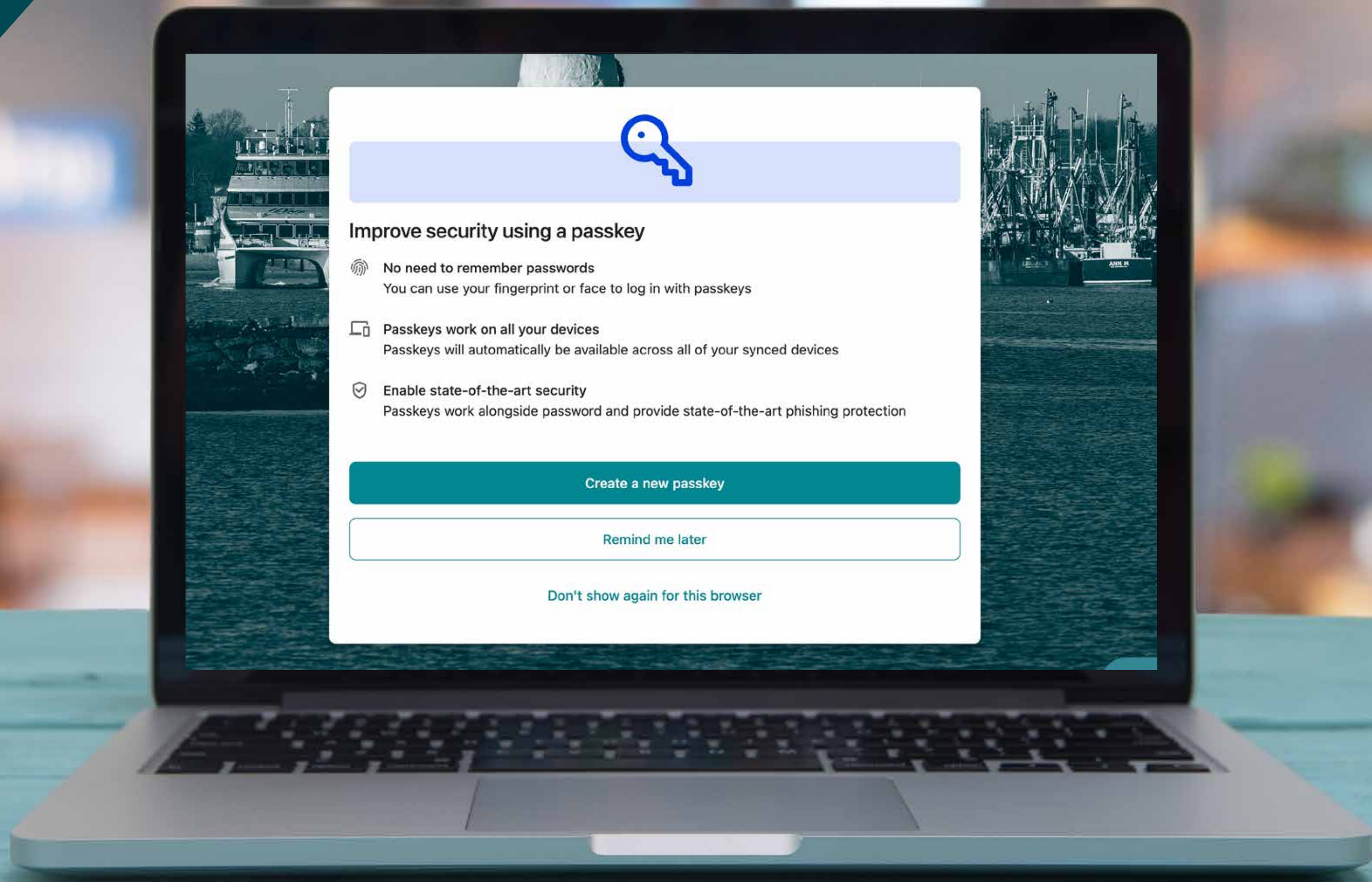




Enter the PIN code.

Click **Submit**.



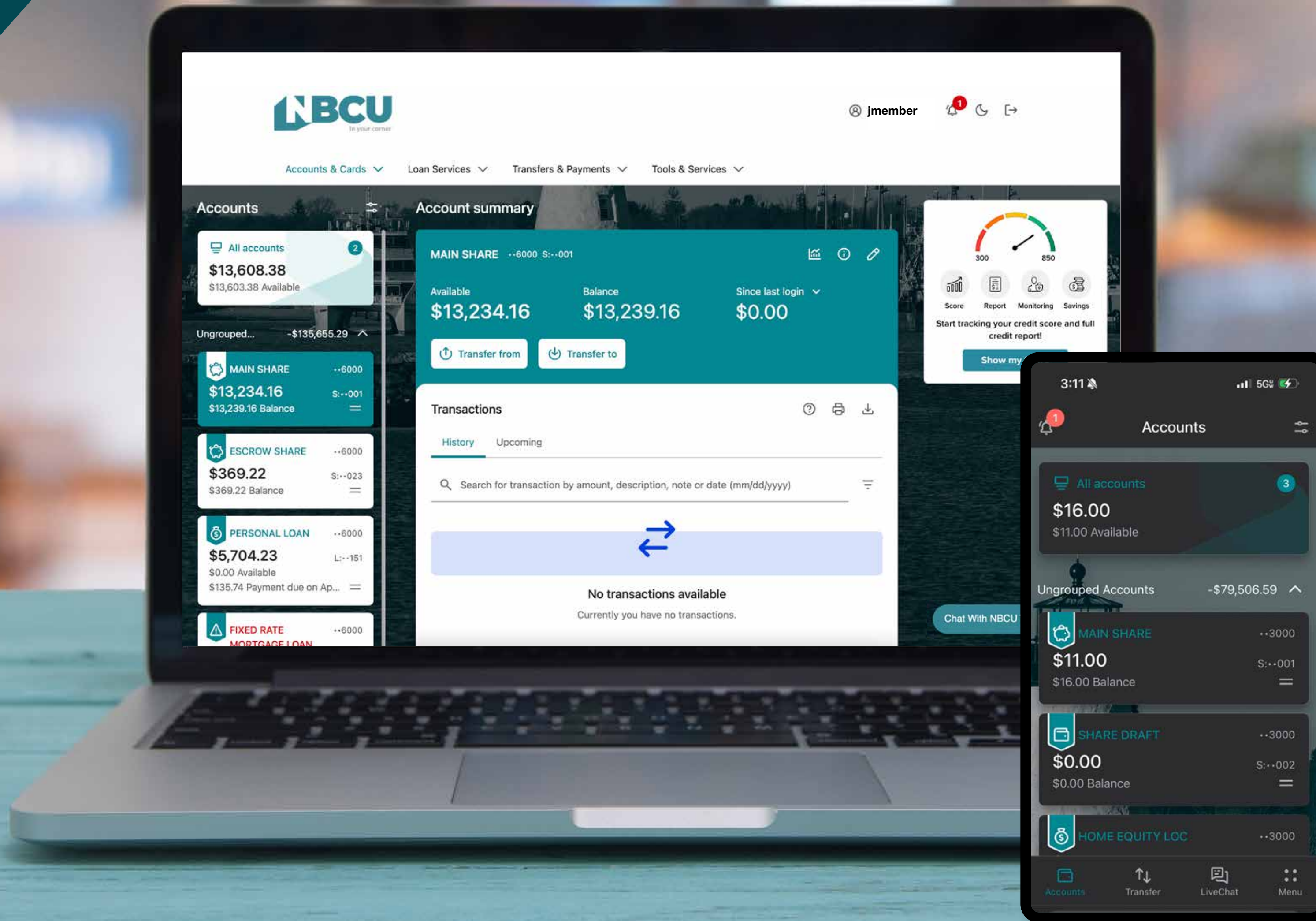


## Create a Passkey *(optional)*

Click **Create a new passkey.**

Click **Remind me later** to set up a passkey at another time.

# Welcome to your new Online and Mobile Banking!



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