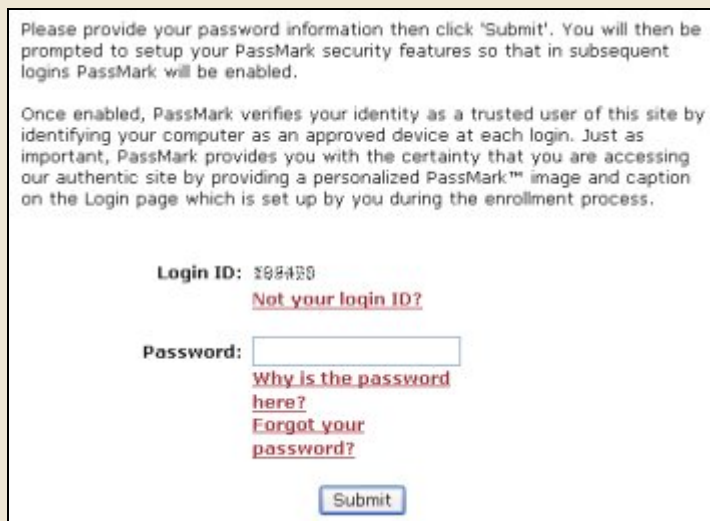


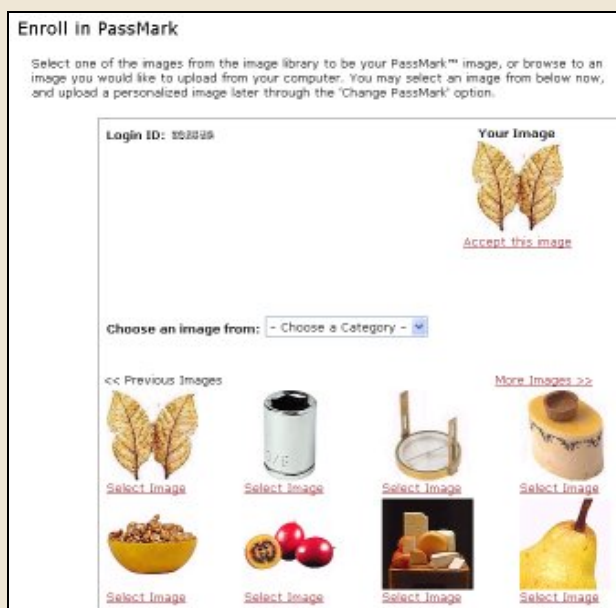
# Advanced Online Authentication Enrollment Guide



**Step 1:** From now on, entering your Login ID and your Password will be a 2-step process. The first time you login with our new Advanced Authentication, you will be guided through the enrollment process. (Different accounts with separate login IDs will each require a one-time enrollment) **Enter your login ID and click “GO” to proceed.**



**Step 2:** The next screen will only appear the first time you log on to the new system. Enter your existing CU OnLine password.



**Step 3:** This screen will ask you to select or upload an image that will become your unique PassMark. To view the available images, select a category from the drop-down list. Clicking an image will load it to the “Your Image” box. Click “Accept this image” to proceed. If you’re not happy with the image selection, you can change your image later. The selection changes periodically. If you wish to upload your own image, click the “Browse” button and navigate to the image file on your computer. The image must be 100 x 100 pixels. Click the “Accept this image” button to proceed.

**Step 4:** The Enroll in PassMark screen will appear next. Here you will create a caption for your image, to consist of 6 to 30 characters. Then you will select and answer 3 challenge questions. Each field must be unique and consist of anywhere from 4 to 30 characters. In the Change Contact Information section, you must provide your email address and phone number. In the Change Registration section, you will indicate if you are using a Public Computer or a Personal Computer. Once complete, simply click “Preview”.

**Step 5:** A confirmation page will appear. Click “Go Back” to make changes or “Submit”. After click “Submit,” a similar confirmation page appears. Click “Continue” to enter CU OnLine.

**Step 6:** Each time you log in after the initial setup, you will be asked to enter your Login ID as shown in Step 1. You will then be presented with the password screen. The password screen will display your unique PassMark image. That’s your assurance that the site you are on truly is the LBS Financial CU OnLine site. If you’ve registered the computer you’re using, you will enter directly into CU OnLine. If you are using a public computer or one you have not yet registered, you will be asked one of the challenge questions you set up during the enrollment process. You can register as many computers as you need.

Additional information is available on our website at [www.lbsfcu.org](http://www.lbsfcu.org)

Passwords remain the most important safeguard to the security of your financial information. Use strong passwords and change your password frequently. For more information, visit the “Account Access” section of our website and click on “CU OnLine”.

If you need help with the new Advanced Authentication system or anything else about CU OnLine, links to our secure online technical support form are on the CU OnLine login page and throughout our main website. Our call center is also available to assist you and we have a full array of secure online forms to meet your every need. Go to our main website and click “Contact Us.”