



How to Access the NEW Online Banking

This is a brief walkthrough of the Penn East Federal Credit Union NEW Online Banking service. This handout will cover how to register into Online Banking, sign-in to Online Banking, change your username, change your password, change your security phrase, change your security picture, and how to change your security questions.

How to Register in Online Banking:

1. Go to www.penneastfcu.org and click on “Click Here to Register” in the top right corner under Online Banking. You will then be taken to the screen pictured below. Enter your full Social Security Number, your Date of Birth, and read over the Terms of Service, Electronic Signature Disclosure, and the Bill Pay Agreement. If you are setting up Online Banking for a business account, use your TIN or EIN number. Once you read them over, type “YES” to continue.

A screenshot of a web form titled "Register – Enter Your Information". It contains three input fields: "Full SSN:" with a placeholder "xxx-xx-xxxx, dashes are ok", "Date of Birth:" with a placeholder "mm/dd/yyyy – Example: 02/19/1980", and an "Accept:" checkbox. Below the checkbox is the text "Type YES to accept the following agreement(s):" followed by two links: "- PDF ~ Digital Banking Agreement" and "- PDF ~ Bill Pay Agreement". At the bottom of the form are three buttons: "Start", "Cancel", and "Business? Register Here". Below the form is a navigation bar with links: "Sign In", "Register", "Forgot Username?", "Forgot Password?", "Forgot Answers?", "Forgot Everything?", and "Locked?".

2. You will now need to enter in a username and password. Please read over the rules so your username and password will be accepted.


A screenshot of a web form titled "Register – Setup your Username and Password". It contains four input fields: "Last Name :", "Setup Username :", "Setup Password :", and "Confirm Password :". To the right of the "Setup Username :" field is a link "show username rules", and to the right of the "Setup Password :" field is a link "show password rules". Below the "Confirm Password :" field is the text "confirm your password". At the bottom of the form are two buttons: "Next" and "Business? Register Here".


3. You will now need to enter in a security phrase and choose a security picture. Verify that your username and last name match before proceeding.

Register – Set Up your Security Phrase and Image





Username:

Last Name:

 Security Phrase: a personal message – Example: Gone fishing

 Security Picture: Click on an Image below to select your Security Picture.

More choices
[Next](#)
[Random](#)


 <input type="radio"/> SunFlower	 <input type="radio"/> DeadSea
 <input type="radio"/> LightHouse	 <input type="radio"/> PalmLeaves

4. The last step in registering is to answer three security questions. Choose any three security questions and answer them to proceed.


Register – Set Up Your Security Questions

Username:


Last Name:

 Security Question 1: -- Choose a question --

Answer:

 Security Question 2: -- Choose a question --

Answer:

 Security Question 3: -- Choose a question --

Answer:

Notes:

- Challenge Answers are not case sensitive



How to Sign-in to Online Banking:

1. Go to www.penneastfcu.org and type in your username into Online Banking in the top right corner of our website.
2. Verify your security phrase and picture so it's correct and then enter your password. If your security phrase is incorrect, you may have entered your username incorrectly. Try entering your username again. If you are still having issues, call us at (570)342-2720.

Sign In – Check Your Security Information and Then Enter Your Password

Security Phrase :

Security Picture :

Don't Recognize this Picture ?

- You may have entered an incorrect username
- You may not be at the genuine Penn East Federal Credit Union site
- You haven't registered to use Online Banking. Click [here](#) to get started!

Security Information : This security phrase and picture are known only to you. When you see the proper security phrase and picture, you know that you are visiting the proper site. In the future, if you do not see your security phrase and picture, then do not continue.

Password : [Forgot Password?](#) [Start Over](#)

3. Next, answer the security question to proceed. Click “Yes” on “Remember Computer?” if you want your computer to skip the question.

Sign In – Answer Security Question

Question: What is your favorite thing to do? [explain](#)

Answer: [Forgot Answer?](#)

[Toggle Answer Visibility](#)

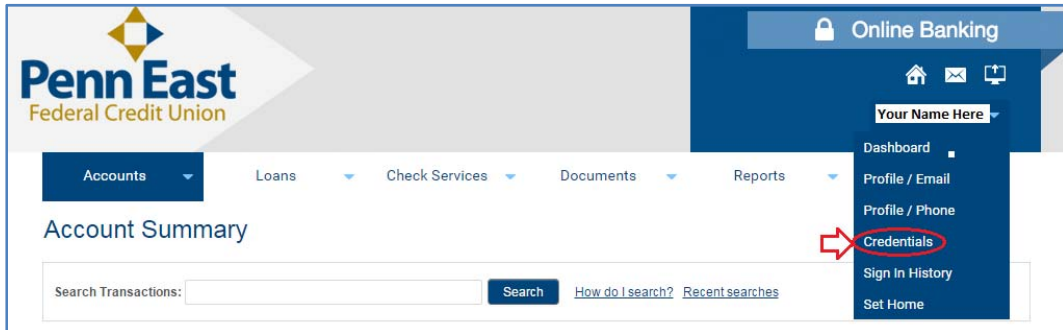
Remember Computer? Yes No [explain](#)

4. After you answer the security question, you will be taken to your Penn East Federal Credit Union account. You can then access your shares, transactions, loans, Bill Pay, and much more!

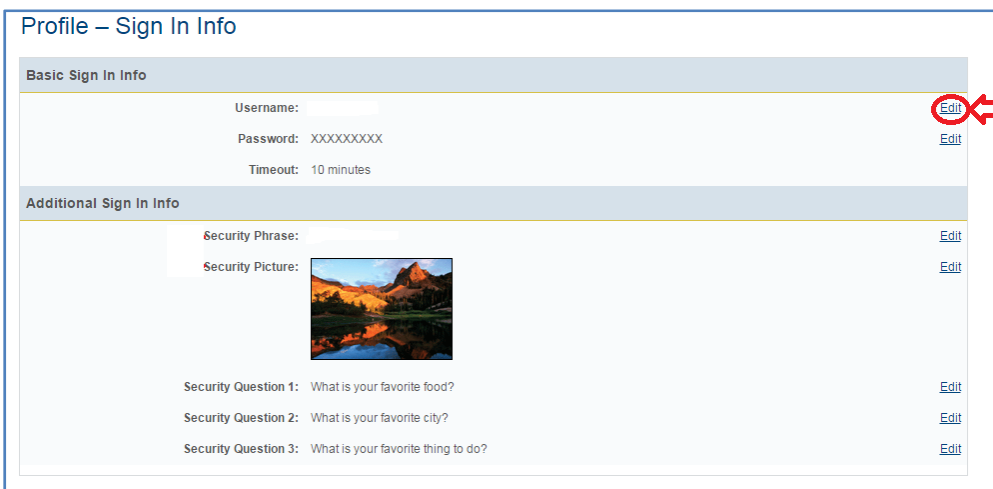


How to Change your Username:

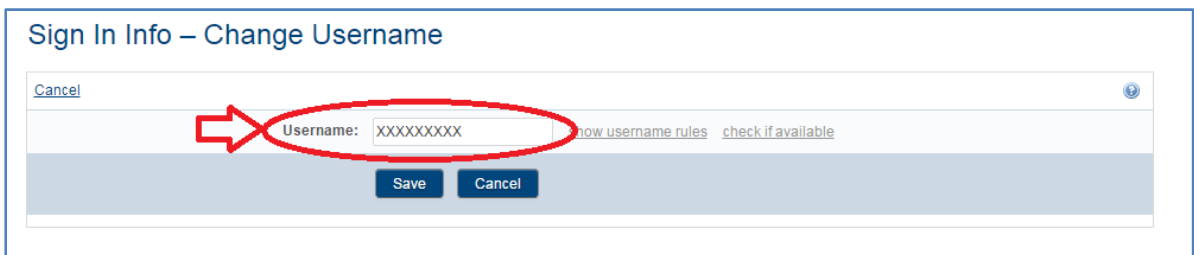
1. Once you have gained access to your account, move the cursor over your name in the top right corner.
2. There will be a drop down list under your name. Click on "Credentials".



3. You will then be shown your profile information. Click on "Edit" across from your username.

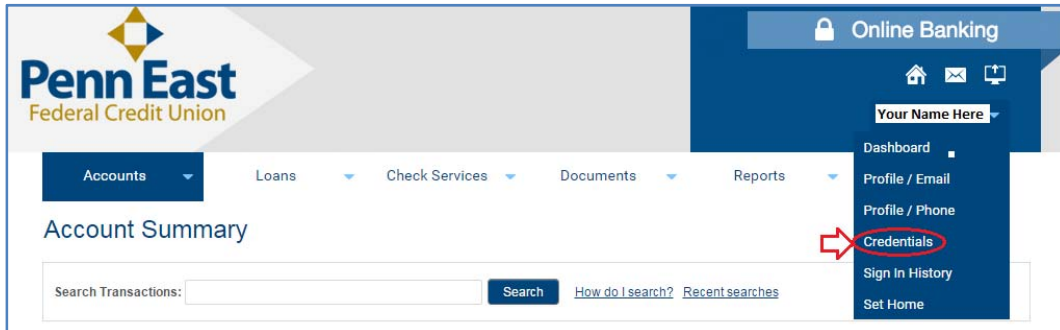


4. Type in your new username in the box and click "Save". Verify your new username under your profile information. If you recently changed your username, you will need to enter in your new username.

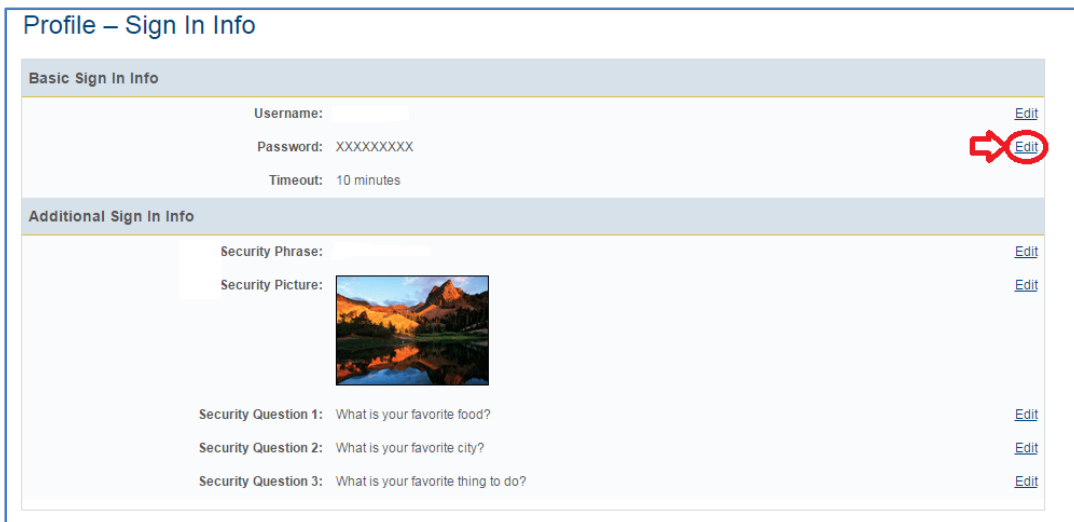


How to Change your Password:

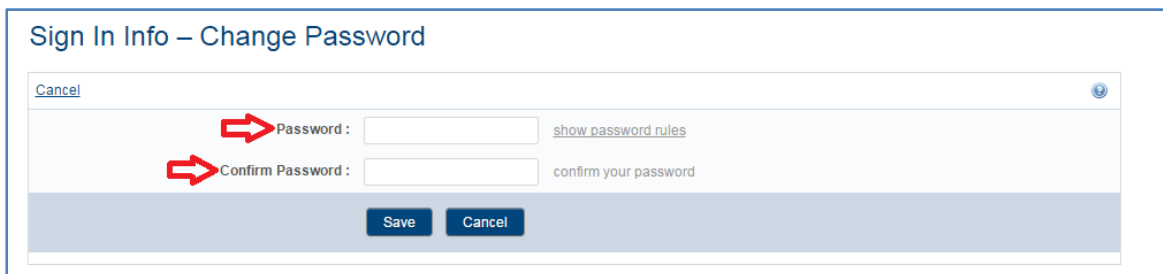
1. Once you have gained access to your account, move the cursor over your name in the top right corner.
2. There will be a drop down list under your name. Click on "Credentials".



3. You will then be shown your profile information. Click on "Edit" across from your password.

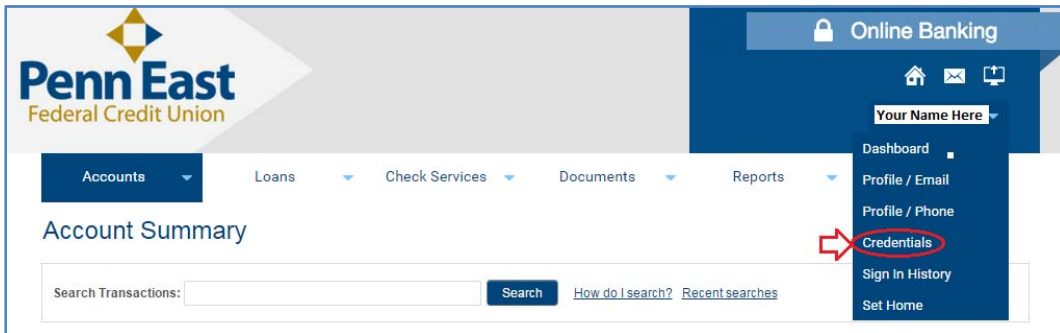


4. Type in your new password twice to confirm in the box and click "Save". Click on "show password rules" to find the rules of making a password on Online Banking.

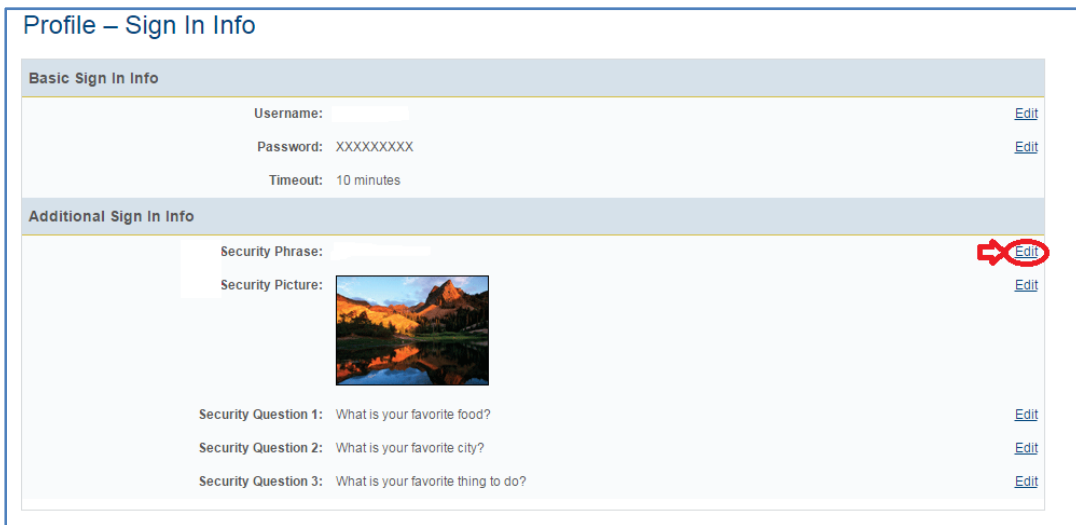


How to Change your Security Phrase:

1. Once you have gained access to your account, move the cursor over your name in the top right corner.
2. There will be a drop down list under your name. Click on "Credentials".



3. You will then be shown your profile information. Click on "Edit" across from your security phrase.

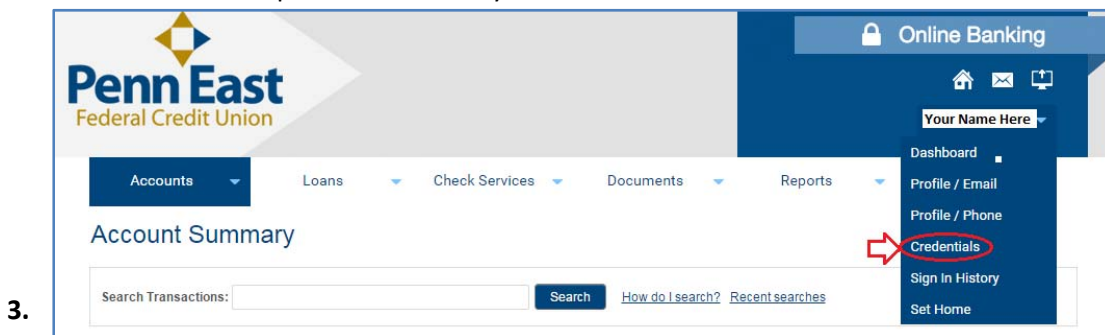


4. Type in your new security phrase in the box and click "Save". Verify your new security phrase under your profile information.

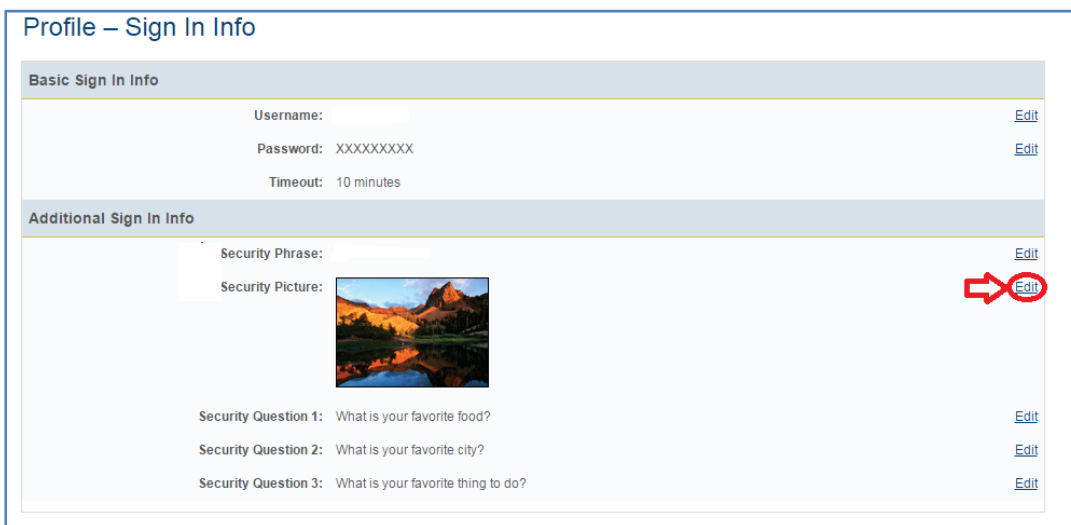


How to Change your Security Picture:

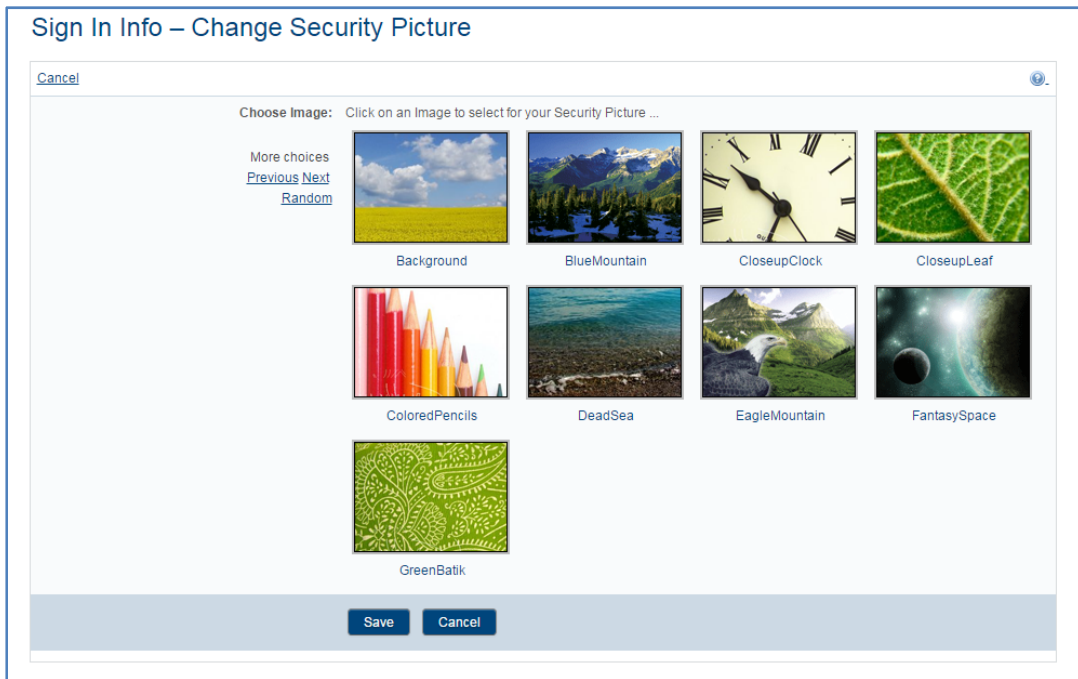
1. Once you have gained access to your account, move the cursor over your name in the top right corner.
2. There will be a drop down list under your name. Click on "Credentials".



picture.

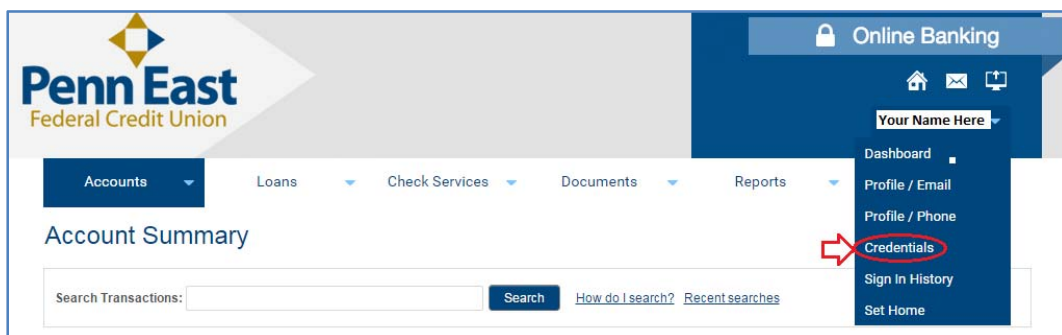


4. Select your new security picture and click "Save". Verify your new security picture under your profile information.



How to Change your Security Questions:

1. Once you have gained access to your account, move the cursor over your name in the top right corner.
2. There will be a drop down list under your name. Click on "Credentials".



3. You will then be shown your profile information. Click on “Edit” across from your three security questions.

Profile – Sign In Info

Basic Sign In Info


Username: Edit

Password: XXXXXXXX Edit

Timeout: 10 minutes

Additional Sign In Info

Security Phrase: Edit

Security Picture:  Edit

Security Question 1: What is your favorite food? Edit

Security Question 2: What is your favorite city? Edit

Security Question 3: What is your favorite thing to do? Edit

4. Type in your new security question and answer in the box and click “Save”. Verify your new security questions under your profile information.

Sign In Info – Edit Security Questions

Cancel

Security Question 1: What is your favorite food? ▼

Answer:

Security Question 2: What is your favorite city? ▼

Answer:

Security Question 3: What is your favorite thing to do? ▼

Answer:

Notes: • Challenge Answers are not case sensitive

Save Cancel

