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.

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.

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

○ SunFlower   ○ DeadSea

○ LightHouse   ○ PalmLeaves

[Next]

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

[Next]

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.

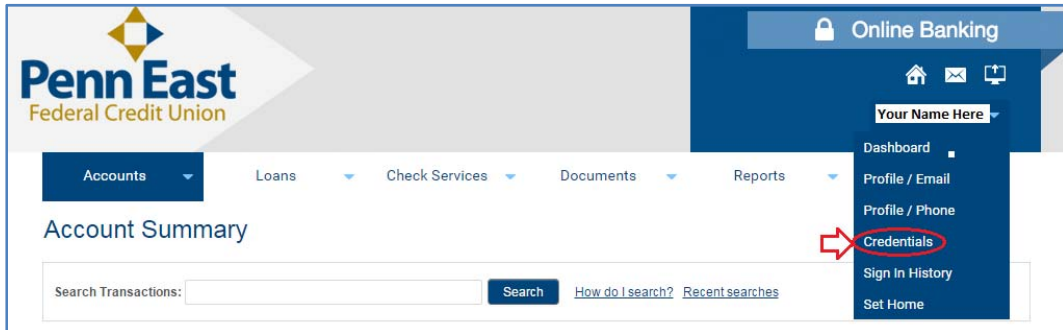3. Next, answer the security question to proceed. Click "Yes" on "Remember Computer?" if you want your computer to skip the question.

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!
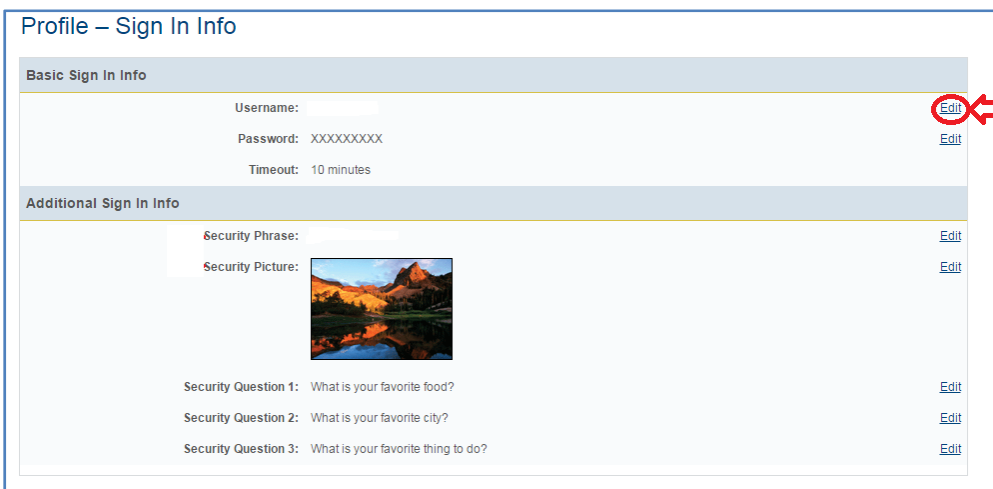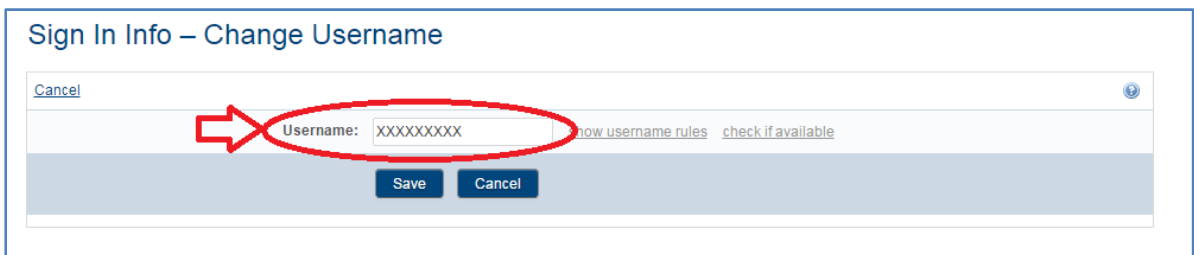
How to Change your Username:

1. Once you have gained to 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.
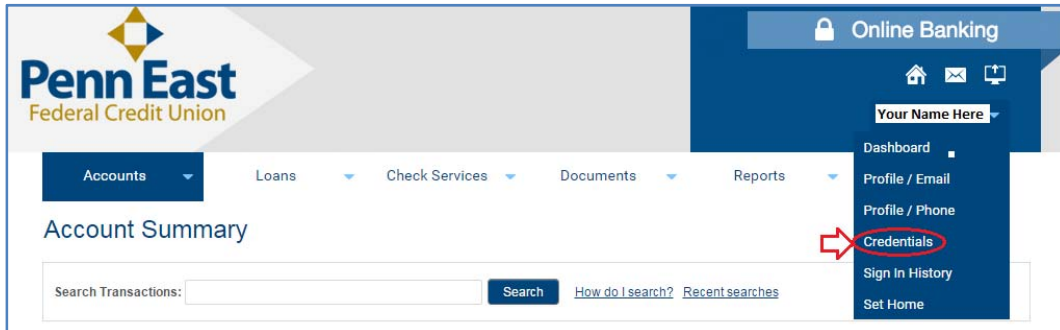

4. Type in your new username in the box and click "Save". Verify your new username under your profile information. If you recently changed your username, you will need to enter in your new username.
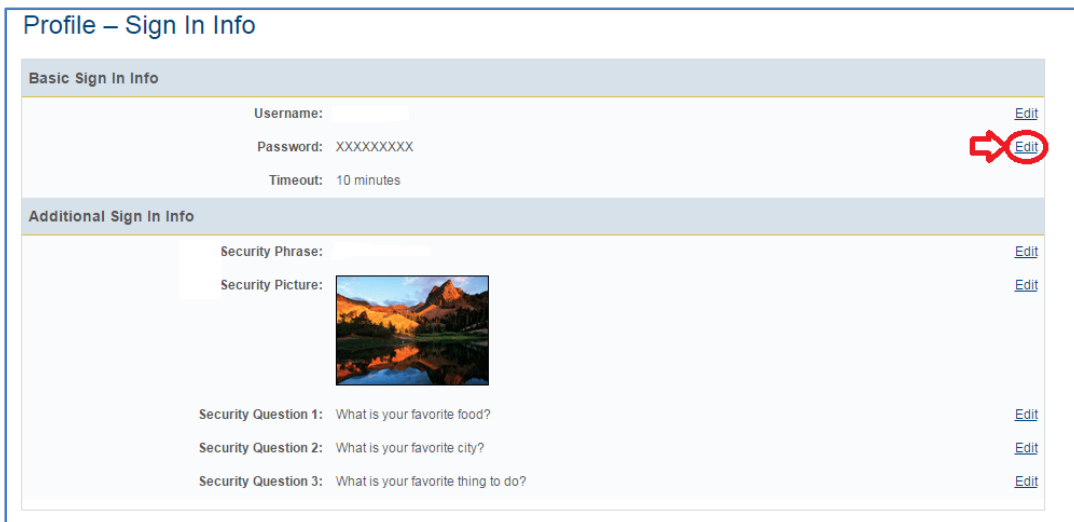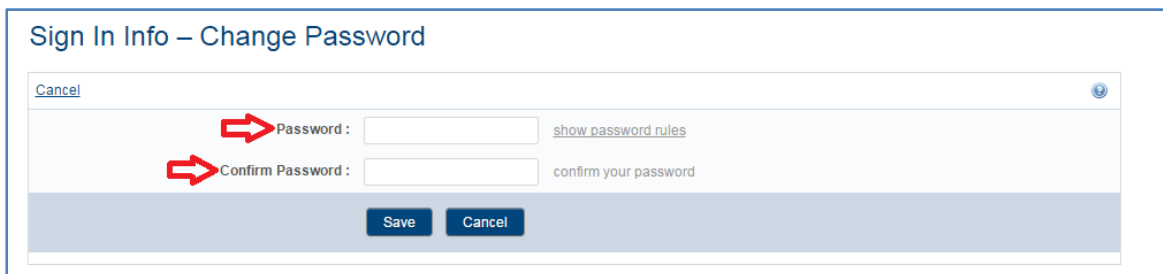
How to Change your Password:

1. Once you have gained to 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".

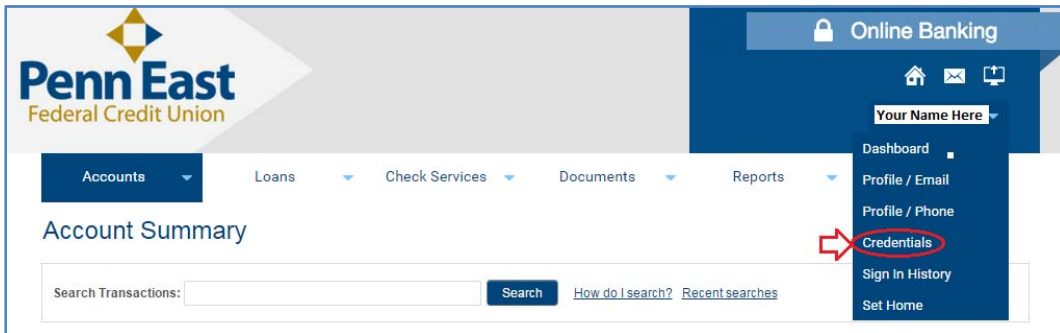3. You will then be shown your profile information. Click on "Edit" across from your password.

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.
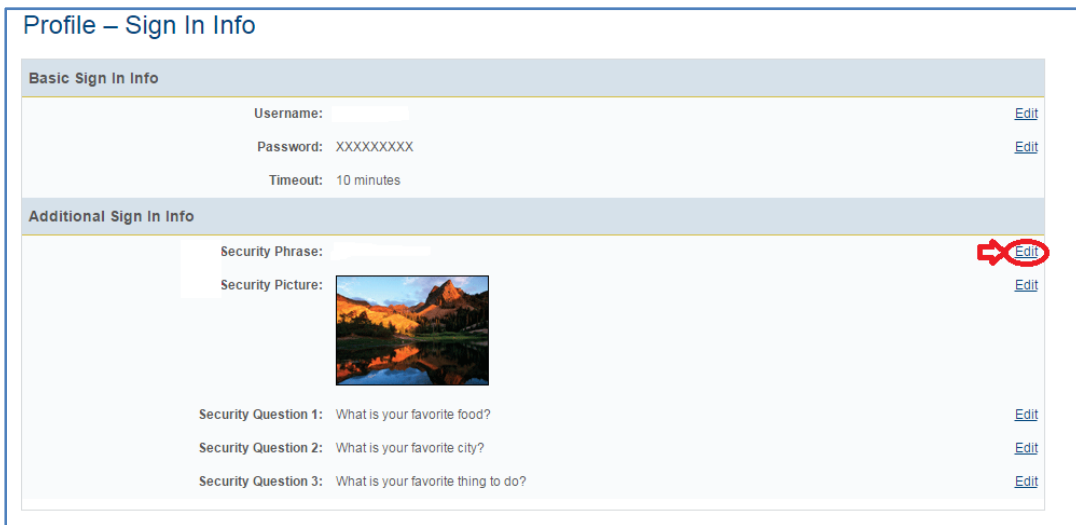
How to Change your Security Phrase:

1. Once you have gained to 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.
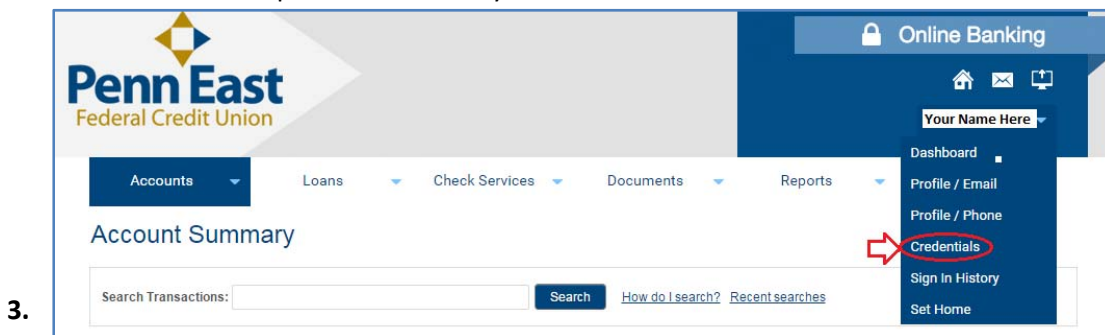

4. Type in your new security phrase in the box and click "Save". Verify your new security phrase under your profile information.
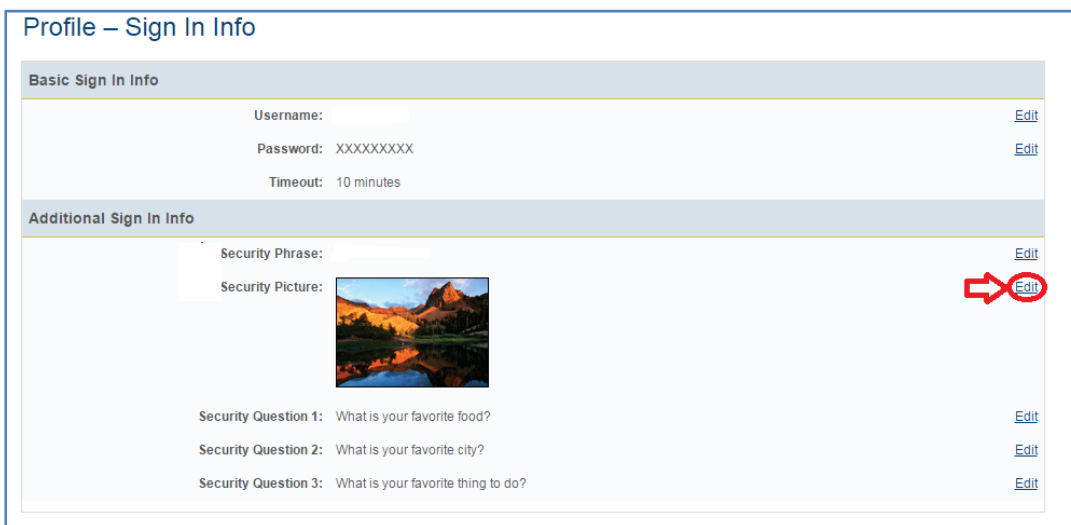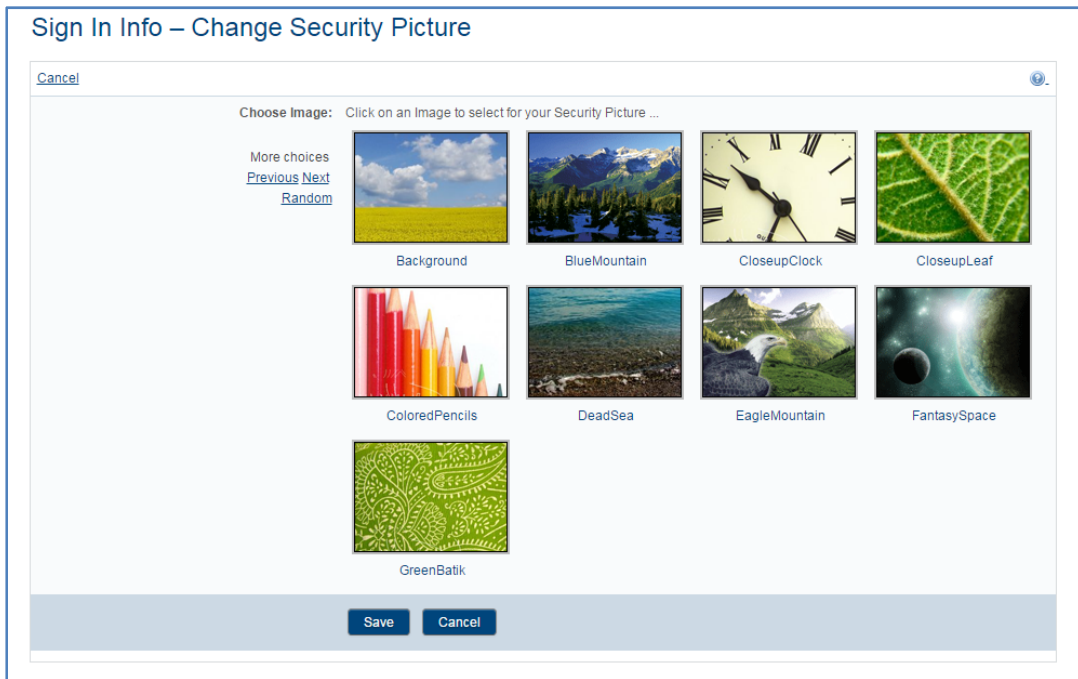
How to Change your Security Picture:

1. Once you have gained to 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".
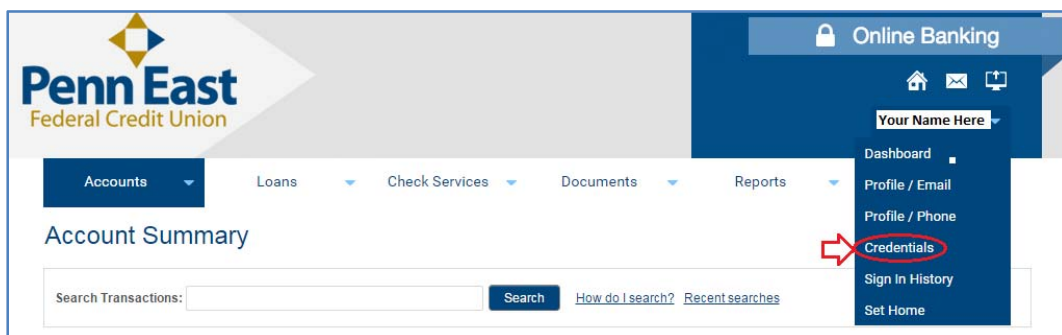

3.

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 to 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.

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