

# First Time Login Instructions



Our upgraded Online and Mobile Banking comes with a new look and lots of new features. Here's what you'll need to know in order to log in for the first time. Learn more at [hoosierhills.com/better-banking](https://www.hoosierhills.com/better-banking).

**In the new system you will be able to see all accounts tied to your Social Security Number with one handy username! Members who have previously shared a login for a joint account will need their own individual usernames. If they continue to share a username, one will see the full view of the other's accounts, and not their own, depending on who is primary on the account.**

## Logging into Online Banking

1) Click the green Login button from [hoosierhills.com](https://www.hoosierhills.com). Then, enter your username and password as you normally would. If you are a joint account holder who used to share a username, or a new user of Online Banking, you will need to create your own new login. Choose New User below the blue Login button.



**Login**

Personal Banking

Username  
Username

Password  
Password

**Login**

[Forgot Password](#) [New User](#) [New Commercial User](#)

2) After you've entered your username and password, you'll be taken to our upgraded Online Banking screen where you'll be prompted to enter a Secure Access Code. Codes can be emailed, texted or sent by phone call via the contact methods we have on file for your account.

If any of the targets on this list are incorrect, please contact us for assistance. You will also be able to manage these targets after login by going to Security Preferences under Settings and choosing the Secure Delivery option.

**Hoosier Hills**  
CREDIT UNION

Please select a target:

**I have a Secure Access Code**

Email me : chelsexxxxxxx@gmxxx.com

Call me : (XXX) XXX-0471

Text me : (XXX) XXX-0471

**Back**

3) Once your identity has been verified by your Secure Access Code, you'll choose a new password for your account.

- 4) After you've chosen your new password, you'll be prompted to review and accept our First Time User Agreement. You'll also have the choice to register the device you are using.

If you are using your personal device, you may register it, which will allow you to skip Secure Access Code authentication in the future. If you are using a public device, or one accessed by other users, for the security of your accounts, do not register your device.

## Logging into Mobile Banking

**For Members using iPhone®: Your HHCU Mobile App will automatically update, provided you have automatic updates enabled**

**For Members using Android™ phones: Please download our new app from the Google Play App Store**

- 1) Enter your current username and password. If you are a joint account holder who used to share a username, or a new user of Mobile Banking, you will need to create your own new login. Choose New User at the bottom right.

The screenshot shows the mobile banking login interface for Hoosier Hills Credit Union. At the top is the logo, which consists of a stylized sun and hills. Below the logo are two text input fields labeled 'Username' and 'Password'. Underneath the password field is a 'Remember me' toggle switch and a link that says 'Forgot your password?'. A prominent green button labeled 'Log In' is positioned below these elements. At the bottom of the login area, there are two options: 'Touch ID' and 'Passcode'. A dark navigation bar at the very bottom of the screen contains four items: 'Contact Us', 'Locations', 'Privacy Policy', and 'New User'. The 'New User' link is highlighted with a green circle.

- 2) You'll then be prompted to enter a Secure Access Code. Codes can be emailed, texted or sent by phone call via the contact methods we have on file for your account.

- 3) Once your identity has been verified by your Secure Access Code, you'll choose a new password for your account.

- 4) After you've chosen your new password, you'll be prompted to review and accept our First Time User Agreement.

**Need additional help?** Visit [hoosierhills.com/better-banking](https://hoosierhills.com/better-banking), email us at [info@hoosierhills.com](mailto:info@hoosierhills.com) or call 800.865.2612.

