

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).

Logging into Online Banking

- 1) Click the green Login button found at the top right of [hoosierhills.com](https://www.hoosierhills.com).
 - If you don't already have an Online/Mobile Banking account, choose New User.
 - If you are a Commercial Member who does not already have an Online/Mobile Banking account, choose 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.

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

The screenshot shows the 'Login' page for Personal Banking. It features a 'Username' field with a placeholder 'Username', a 'Password' field with a placeholder 'Password', and a blue 'Login' button. At the bottom, there are links for 'New User', 'New Commercial User', and 'Forgot Password'.

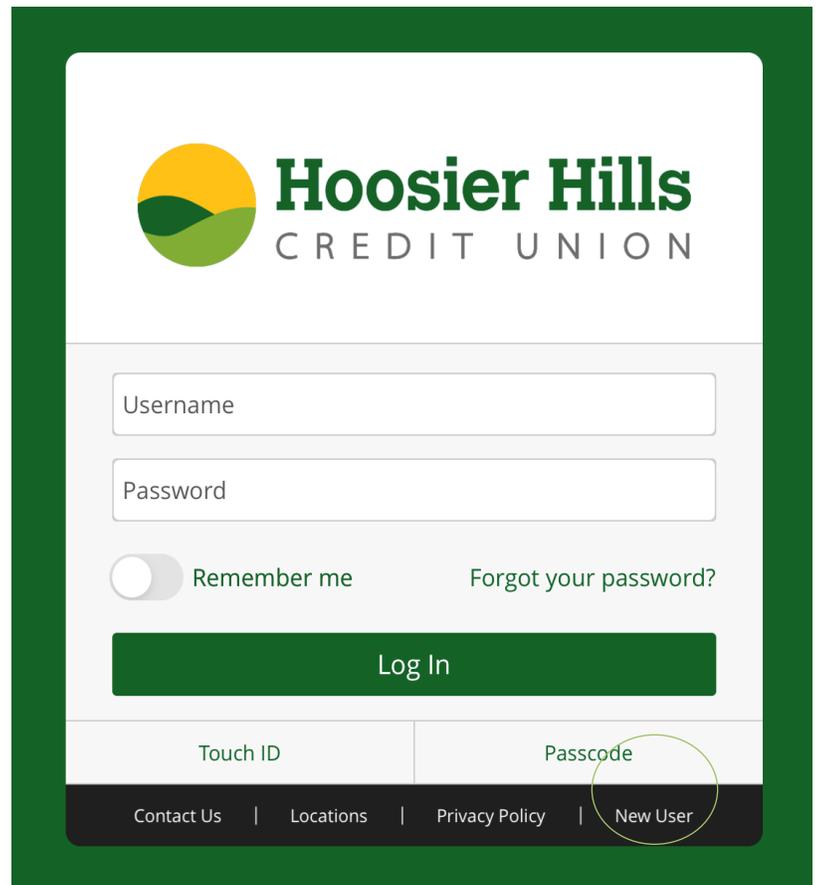
The screenshot shows the Secure Access Code verification page. It features a green banner at the top with instructions: 'If any of the targets on this list are incorrect, please contact us for assistance. You will also be able to manage these targets after login by going to Security Preferences under Settings and choosing the Secure Delivery option.' Below the banner is the Hoosier Hills Credit Union logo and the text 'Please select a target:'. There are three radio button options: 'I have a Secure Access Code', 'Email me : chelsexxxxxxx@gmxxx.com', 'Call me : (XXX) XXX-0471', and 'Text me : (XXX) XXX-0471'. A 'Back' button is located at the bottom.

- 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

- 1) Download the HHCU Mobile app.
 - If you don't already have an Online/Mobile Banking account, choose New User.
 - Commercial Members can also register for a new account, but must do so through Online Banking.
- 2) 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.\
- 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.



Hoosier Hills
CREDIT UNION

Username

Password

Remember me [Forgot your password?](#)

Log In

Touch ID Passcode

Contact Us | Locations | Privacy Policy | [New User](#)

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