

- Go to www.trufcu.com and click on Enroll Now on the right-hand side



- Type in your member number and the **primary account holder's** social security number (no spaces or dashes).

Online Banking New Enrollment Account Verification

Login Information

Member Number: SSN:

- Click Submit Enrollment

- If all goes well, you will get a notice of Successful Enrollment.

SUCCESSFUL ENROLLMENT

Congratulations! You have successfully enrolled in online banking.

Login to immediately start enjoying the true peace of mind that comes with TruAccess! If you have a smartphone, don't forget to click on "Mobile Banking" under Preferences in the blue, left-hand menu to activate mobile banking. If you need help, give us a call at 207.772.0808 or 1.800.639.5550 or you can send a secure message by clicking on Secure Messages under Services in the blue, left-hand menu.

Here are the next steps to gain instant access to your account information:

Please click the link below to proceed to the login page. Type your member number in the Login ID box, then click the box next to 'I am a First Time User', and then click the Login button. You will be asked to choose from a list of your contact methods that are on file (phone number, text number, or email address) for delivery of a secure access code. Once you have selected the delivery method and clicked 'submit' you will receive your Secure Access code in a few minutes. Input the Secure Access Code and then you will be guided through the First Time User process.

Enjoy!

[Click here to proceed to the login page.](#)

- Simply click on the link at the bottom to proceed to the login page.

If you receive a notice that your enrollment was **not successful**:



Did you use the social security number of the primary account holder?

If no, please try again using the primary account holder's social security number.

Did you put spaces or dashes in the social security number you entered? If yes, please try again without using spaces or dashes in the social security number.

If your enrollment is still not successful, contact TruChoice at 1.800.639.5550 or 207.772.0808 for assistance.

- Enter your member number in the Login ID
- Check the “I am a First Time User” box
- Click “Login”

Login ID *

Password *

Forgot Password?

I am a First Time User

FIRST TRUACCESS LOGIN

- The system now needs to send you a Secure Access Code. The phone and email information we have on file for you will be displayed. Choose the delivery method and click Submit. It will only take a minute or two for the code to be delivered. **Note:** To keep your account information secure, a Secure Access Code will not be left on voicemail.
- If you do not have immediate access to the numbers or emails provided, please call TruChoice during business hours or stop by a branch so we can confirm your identity and update your contact information.

Login Select Delivery Enter Access Code Complete Enrollment

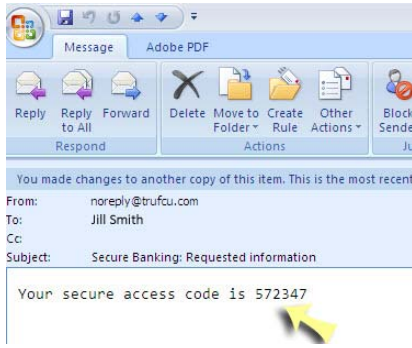
FIRST-TIME USER ENROLLMENT - SECURE IDENTIFICATION

As a first-time user of our online banking services, we are required to securely verify your identity. Please choose where you would like us to deliver your Secure Access Code from your contact preferences below. You will be required to enter the delivered access code on the next page, and will then be able to complete your enrollment and establish your preferred password.

- I already have a Secure Access Code
- (***-***-1111
- (***-***-2911
- (***-***-2911 (SMS Text Message)
- XXXXmitty333@me.com

Secure Access Code delivery generally takes less than a few minutes, depending on contact channel. However, during times of high system usage, delivery may take longer.

- Retrieve your Secure Access Code, enter it and click Submit



ENTER DELIVERED SECURE ACCESS CODE

Once you receive your Secure Access Code, enter it below.

Secure Access Code *

If you close your browser prior to entering your code, you may return to this page by selecting the 'I already have a Secure Access Code' option from the delivery selection screen. NOTE: Secure Access Codes are only valid for a limited time, and cannot be reused. If your code has expired, you must restart the log on process.

- Read and accept the first time user disclosure

electronically through www.trufcu.com. However, if you wish to obtain a paper copy of any of the Disclosures, you may write to us at: TruChoice FCU, PO Box 10659, Portland, ME 04104 with the details of your request. Paper copies will be provided to you at no charge.

- The information that displays next will be the contact information we have on file for you. You will not be able to make changes on this page. Regardless of whether the information is correct or complete, please click Submit. Once enrolled, you can click Change Address under the Services section of the blue, left-hand menu to update your information.



STEP TWO: CREATE YOUR ONLINE PROFILE

This is the contact information we have on file for this account. Regardless of whether it is correct or complete, click "Submit" and confirm. Once enrolled, you can click on Change Address in the blue menu to update your information.

ONLINE PROFILE

Enter your personal information.

Title
First Name *
Middle Name
Last Name *
Suffix
E-Mail *

ONLINE CONTACT INFORMATION

Enter your contact information.

Street 1 *
Street 2
City *
State *
Postal Code *
Home Phone *
Work Phone *

- Now you will set a new password following the requirements on the right. Type the same password in each box and click Submit.
- This will not affect:
 - your telephone banking password
 - your debit card password
 - the account password you use when you speak to a TruChoice representative
- From here, you will be taken to the account overview and you can begin your TruAccess experience



STEP THREE: CHANGE YOUR PASSWORD

For your protection, you are required to change your password at this time.

CHANGE PASSWORD

Change your password using the fields below.

New Password *

Confirm Password *

PASSWORD REQUIREMENTS

Your password must meet these requirements:

- Must be at least 5 characters
- Cannot be more than 15 characters
- Must contain at least one number
- Cannot be the same as the last 10 passwords

Submit

Help

*Note: Fields marked with * are required fields that must be provided.*

THE SECOND TIME YOU LOG IN



The second time you login, you will be asked to enter a Secure Access Code again. After submitting the Secure Access Code, you will be asked if you want to “Activate” your computer. Activating or registering your computer will keep you from having to enter a Secure Access Code in the future.

- Click Activate if you are using a private computer and you don't want to enter a Secure Access Code every time you login.
- If you often use a public computer, you can follow the instructions on the next page to set a Challenge Code so delivery of a Secure Access Code isn't required every time.



ACTIVATE BROWSER

Are you at a private computer that you will use regularly to access online banking? If so, we can activate your browser for future access. If you are at a public computer, select 'One Time Access' below and this computer will not be activated.

- Activate this computer for later use**
- Give me one-time access only (do not activate this computer)

Submit

Help

IF YOU USE A PUBLIC COMPUTER OFTEN



If you share a computer with others but don't want to retrieve a Secure Access Code every time you login, you can set up a Challenge Code that you use every time.

- In the blue menu on the left, under Preferences, click on Security
- Click on the Challenge Code tab at the top
- Enter a Challenge Code using the requirements on the right
- Click Submit Challenge Code

SECURITY PREFERENCES

Change your security settings in the fields provided below.

Password | Login ID | Secure Delivery | **Challenge Code** | Alerts

CREATE CHALLENGE CODE

Create your challenge code below. In addition to your user ID and password, you may optionally use a challenge code for one-time online access.

[When would I use this?](#)

My Code

Submit Challenge Code

For your security, you will be able to register your computer when logging in with the challenge code.

CHALLENGE CODE REQUIREMENTS

Your code must meet these requirements:

- Must be at least 4 characters
- Cannot be more than 10 characters
- Must contain at least one number
- Must contain at least one alpha character

- Once you have set your Challenge Code, you will see it as an option the next time you login

Login | **Select Delivery** | Enter Access Code | Register Computer

YOU ARE REQUIRED TO REGISTER THIS COMPUTER

For your online security, we require you to register each computer you use to access our online banking services. Either your computer has not yet been registered or your registration has expired. Please choose where you would like us to deliver your Secure Access Code from your contact preferences below. You will be required to enter the delivered access code on the next page and will then be prompted to register your computer.

- I already have a Secure Access Code
- (***) *** - 1111
- (***) *** - 2911
- (***) *** - 2911 (SMS Text Message)
- Let me enter my challenge code for one-time access.

Submit | **Help**

Secure Access Code delivery generally takes less than a few minutes, depending on contact channel. However, during times of high system usage, delivery may take longer.