

Getting Started!

If you are new to eBranch, enrollment is easy and takes only about 10 minutes to setup. Follow the steps included, and get connected on your preferred device at your convenience!



Download our Mobile App to enroll using your mobile device



Or go to the Credit Union's home page www.premieronecu.org

Website

A screenshot of the PremierOne Credit Union website. The header includes the logo, navigation links (Accounts, Loans, Services, About Us), and a search bar. The main content area features a large image of a smiling woman and a promotional banner for credit cards. On the left, there is an 'eBranch Login' form with fields for Username and Password, a Login button, and links for 'New User?' and 'Forgot Password?'. A red box highlights the 'New User?' link, and a red arrow points to it from the bottom left.

Mobile

A screenshot of the PremierOne mobile app interface. The top bar shows the status bar with Verizon, signal strength, and time (9:34 AM). Below is the PremierOne logo and an 'Instant Balance' button. The main screen has a login form with fields for 'Please enter your user ID' and 'Please enter your password', a 'Log In' button, and a 'Save ID' toggle. A red box highlights the 'First Time User? Enroll Now' link, and a red arrow points to it from the bottom left. At the bottom, there is a 'Boost' banner and a navigation bar with icons for Touch ID, Contact us, Login Help C..., and More.

STEP 1

Create your User ID and Password

Website

Enroll in Online Banking

Enrolling in online banking is easy and takes just a few minutes.

Member ID:

SSN:

Mother's Maiden Name:

Email Address:

☐ I am not a robot.

[cancel](#)

Mobile

Enroll in Online Banking

Enrolling in online banking is easy and takes just a few minutes.

Member ID

SSN

Mother's Maiden Name

Email Address

☐ I am not a robot.

Note: Passwords do not require a special character. If you prefer to add any, the following are not accepted: # * +] [\ " % ~ ` } { ^ < > &.

Complete Enrollment process

User ID

Enroll in Online Banking

Enrolling in online banking is easy and takes just a few minutes.

User ID:



User IDs can be between 6 and 32 characters in length. Letters and numbers are allowed as well as these special characters: ~!?\$%^*_{+}. Spaces are not allowed in a user ID.

New Password:

Confirm New Password:

ENROLL

[cancel](#)

Password

Enroll in Online Banking

Enrolling in online banking is easy and takes just a few minutes.

User ID:



A password must contain:

- ☐ At least 8 characters
- ☒ **No more than 32 characters**
- ☐ An uppercase letter
- ☐ A lowercase letter
- ☐ A number

Do not use a previous password.

New Password:

Confirm New Password:

ENROLL

[cancel](#)

Done! You've successfully created your User ID and Password!

You may now log in to complete the enrollment process.

STEP 2

Adding Security Information

- ❑ At your first login, you'll be prompted to **select 5 unique security** questions and answers.
- ❑ **You can choose** from the 25 pre-determined questions listed in the next slide.
- ❑ **Answers can be from 4 to 32** characters long and can use numbers, letters and special characters.

Select Security Questions

Select and answer five questions that are easy for you to remember and hard for others to guess. Answers can be from 4 to 32 characters long and can use numbers, letters and special characters.

Question 1:

Answer:

Question 2:

Answer:

Question 3:

Answer:

Question 4:

Answer:

Question 5:

Answer:

[cancel](#)

Choosing your Security Questions

- What is the first musical instrument you learned to play?
- Where does your nearest sibling live?
- Who is your favorite celebrity?
- What is your favorite candy?
- What is your favorite animal?
- What is the last name of the author of the best book you ever read?
- Who is your favorite musical performer/group?
- What is your favorite game?
- What is your favorite song?
- What is your favorite movie?
- What is your nickname you gave your favorite grandparent?
- Who is your favorite painter?
- Who is your favorite musician?
- Who is your favorite author?
- What was your favorite place to visit as a child?
- What brand of shampoo do you use?
- What sports team do you love to see loose?
- Who was your childhood hero?
- Where do you want to retire?
- What is your dream car?
- What is your dream job?
- What was your dream job as a child?
- What is your biggest pet peeve?
- Where was your wedding rehearsal dinner held?
- What is your favorite quote?

- ☐ **Select 5 unique security questions and answers.**
- ☐ Next, select a phone number to use for identity verification and add a phone nickname.
- ☐ Review the Terms & Conditions and check the box to indicate you agree, then click **SAVE**.

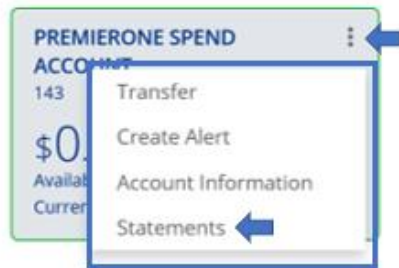
You're now enrolled in eBranch!

STEP 3

Finishing up

- To view your eStatements in eBranch online banking, click on the Quick Menu for the account statement you wish to view, and select Statements as shown below. If you have not yet requested eStatements follow the prompts to enroll.

Accessing eStatements From Tile Account View:



Accessing eStatements From List Account View:

Account Name and Account Number	Available Now	Current Balance	
Checking *8488	\$9,323.85	\$9,323.85	⋮
PREMIERONE SPEND ACCOUNT 143	\$0.00	\$0.00	⋮
Savings *48-1			
REGULAR SHARE ACCOUNT *30-1			
Total ⓘ	\$0.00		

- Note:** eStatements are not available in the Mobile App. You can still view eStatements on your device using the device browser to login at www.premieronecu.org.

Congratulations! You are now enrolled in eBranch.