Online Banking Re-Enrollment Instructions

To regain access to your online account, you will need to re-enroll as a first-time user through our website. Please follow the steps below:

1. Visit **www.centralcu.org**.
2. Click the blue **Login** button located at the top right corner of the homepage.
3. On the next page, select **"Enroll in Online Banking"** under ***First time user?***
4. Complete the CAPTCHA verification.
5. Next, you will be asked to enter:
    - Your **Account Number**
    - Your **PIN**
    - Your **Full Social Security Number**

*Please note: your PIN will be the **last four digits of your Social Security number**.*

6. After submitting this information, you will be prompted to **receive a verification code via email**.
7. The email will come from **Fiserv OTP** and will contain a **6-digit verification code**.
8. Enter the **6-digit code** where prompted.
9. You will then be prompted to **create a new username and password**. You may use the same login credentials you previously used if you prefer.
10. You will be asked to enter:
    - **Logon ID**
    - **Security Code**
    - **Confirm Password**

*Please note: your Security Code will be the **new password you create**.*

After re-enrolling with the website, then you can go to the app store and download the new version of the app.

Mobile App Re-Enrollment Instructions

1. If you previously had the Central CU mobile app installed, please **delete the existing application** from your phone.
2. Open your **mobile app store** (Apple App Store or Google Play Store).
3. Search for **"Central Credit Union of Illinois."**
4. You will see **two applications with the same logo**. Please download the app named **"Central CU of IL."**
5. Once the app has been downloaded, open it. You will see the login screen.
6. Before logging in, you will need to **re-enroll**. Select **"Enroll Now"** located at the bottom left of the screen.
7. You will be prompted to **agree to the enrollment terms and conditions**.
8. Next, you will be asked to enter:
    - Your **Account Number**
    - Your **PIN**
    - Your **Full Social Security Number**

*Please note: your PIN will be the **last four digits of your Social Security number**.*

9. After submitting this information, you will be prompted to **receive a verification code via email**.
10. The email will come from **Fiserv OTP** and will contain a **6-digit verification code**.
11. Enter the **6-digit code** into the mobile app.

12. You will then be prompted to **create a new username and password**. You may use the same login credentials you previously used if you prefer.
13. You will be asked to enter:
    o **Logon ID**
    o **Security Code**
    o **Confirm Password**

*Please note: your Security Code will be the **new password you create.***

14. Once enrollment is complete, you will be returned to the **home screen**, where you will log in using your newly created Login ID and Password.
15. After logging in, you will be prompted to set up **two-step authentication**. A **6-digit code will be sent to your phone via text message**.
16. Enter that code into the mobile app.
17. The app will return you to the home screen, where you will log in once more. You will again receive a **6-digit authentication code via text**.
18. Enter the code, and you will then have full access to view your **accounts, transactions, statements, and other services**.

Important Note:
At this time, account headings within the mobile application/online banking will appear as **suffix numbers (for example: 1089 = 01)**. A future update to the mobile application will adjust these headings to reflect the correct account descriptions such as **Share Account, Kasasa Checking, and Kasasa Saver**.