

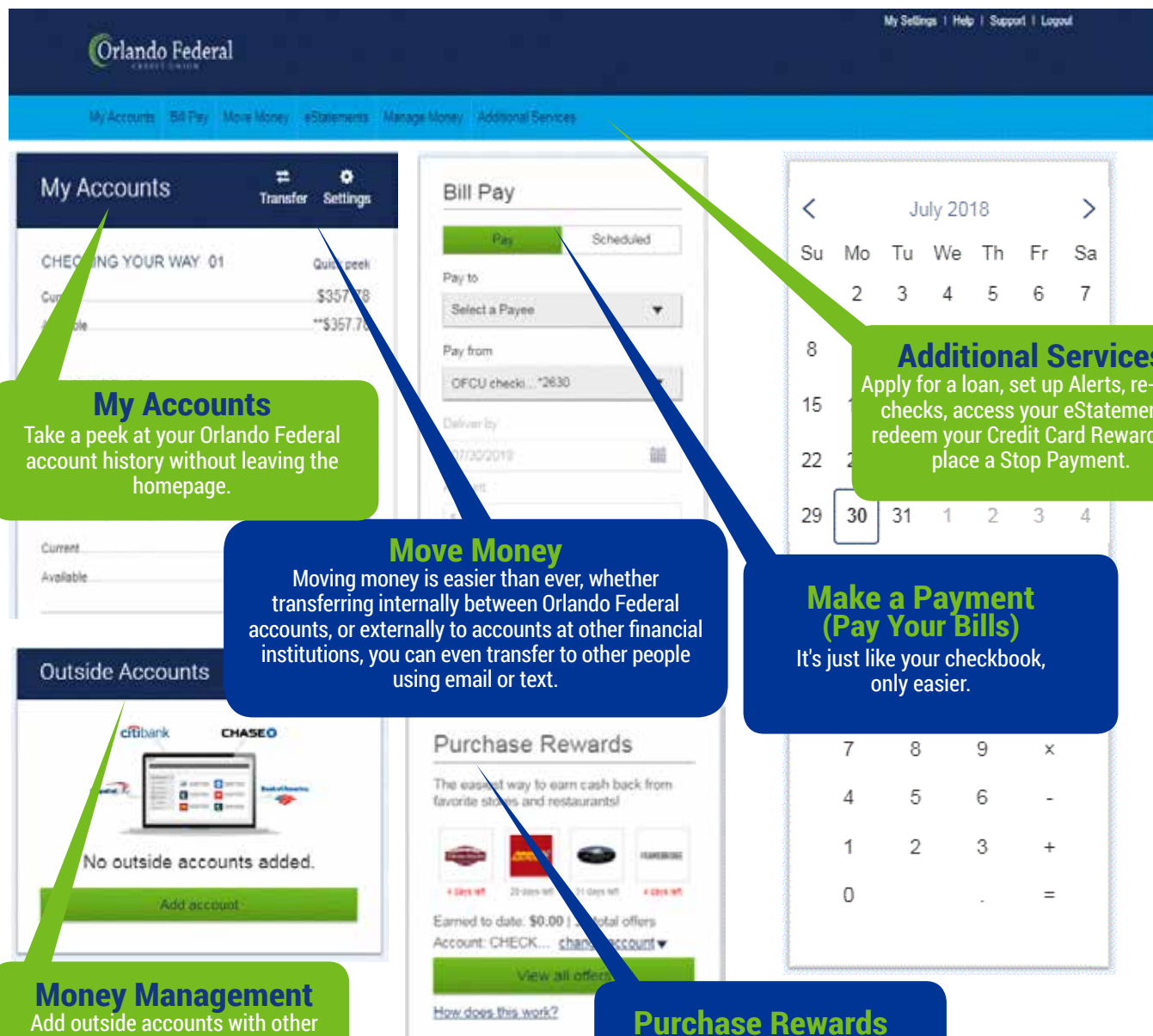
# Welcome to Your

# Online Banking Experience

**Take your Orlando Federal accounts with you where ever you go** - Access your account information with online banking and mobile banking. Check balances, pay bills, deposit checks, review account activity transfer money and so much more.

**Get a 360° view of your budget**- enter any outside financial accounts for a 360 view of your balances and expenses.

**Purchase Rewards**- skip the coupons and take advantage of Purchase Rewards. Purchase Rewards lets you shop at your favorite merchants and earn cash back. It's free and comes with your Orlando Federal Debit Card and Online Banking.



## My Accounts

Take a peek at your Orlando Federal account history without leaving the homepage.

## Move Money

Moving money is easier than ever, whether transferring internally between Orlando Federal accounts, or externally to accounts at other financial institutions, you can even transfer to other people using email or text.

## Additional Services

Apply for a loan, set up Alerts, re-order checks, access your eStatements, redeem your Credit Card Rewards or place a Stop Payment.

## Make a Payment (Pay Your Bills)

It's just like your checkbook, only easier.

## Money Management

Add outside accounts with other financial institutions to get a full 360° view of your budget.

## Purchase Rewards

Electronic coupons that work with your Orlando Federal Debit Card

# Where Do I Begin?

## Registering Your Account

### STEP 1 - Enter Your Information

New Online Banking users will go to the login feature on the Orlando Federal website. Click the **New User Setup** link on the desktop version or on **Sign up** on the mobile app.

#### Online Account Access

Username:

Password:

Login

Problems Logging In? [New User Setup](#)

#### Secure Sign Up

Welcome to Online Banking!

Before you start, make sure that you have your member ID and PIN number with you.

Member Number

Please fill in Member Number

PIN

Continue

Verizon LTE 1:41 PM

Orlando Federal  
CREDIT UNION

Username

Password

Save Username

Login

Sign up Locations More

Pro

Tip

The **first time** you log in to Online Banking, you will use your **Member Number** and the **last 6 digits of the Primary Owner's Social Security Number** as the Password.

Note: You will get 3 attempts to log in. After the third failed attempt, your account is locked; you must contact Orlando Federal to have it unlocked.

### STEP 2 - Accept Terms

Accept the terms and conditions.



Orlando Federal  
CREDIT UNION

#### Terms and conditions

##### End user license agreement

You must accept the terms and conditions to continue.

[See the terms and conditions](#)

Do you accept the terms and conditions?

I Accept

Decline

## STEP 3 - Setup Your Username and Password

You will be prompted to create your new username and password, as well as enter and verify certain information.



## Username and Password Tips

### Username Requirements

- Usernames must be a minimum of 6 characters.
- Usernames can not be all numbers.

### Password Requirements

- Passwords must be 6-32 characters and are case sensitive.
- Passwords must contain at least 2 of the following categories: letters, numbers any special characters.
- Passwords cannot contain part of the username or contain spaces.
- Passwords do not expire and can be reused.

## STEP 4 - Verify Your Computer

For security purposes, your computer must be verified. To do this you can choose to have the verification code sent via phone, email or text. Keep in mind that forgotten passwords can only be retrieved via phone, not email, so one registered phone number is recommended.

Once the phone number or email for verification purposes has been set up, a verification code will be sent to the designated device or account for the member to enter. The verification code will consist of six (6) random digits and expire within ten (10) minutes.

Enter the code to verify your device.



After verifying your account, you will be asked to register your computer or device. If it is a private computer or device, you may have to register it. If it is a public computer or device, **DO NOT** register the device - you will need to verify the account each time you use a public computer.

## Step 5 – Begin Using Online Banking

Once you complete the initial login process, you can begin to use the new Online Banking features – your Orlando Federal account information will appear on the screen and you will be able to make transactions.

**Questions about logging in? Call Orlando Federal at 407-835-3500.**

# Problems logging in?



No worries, problem solved!

## STEP 1 - Select the "problems logging in" option on the login box.

No need to call our office. If you have forgotten your password or username, you can set yourself back up with just a few easy steps. Just select the "Problems logging in?" option on the user login box.

Online Account Access

Username:

Password:

[Problems Logging In?](#) | [New User Setup](#)

## Can't access your account?

Provide the following information and we'll send you a temporary password.

Phone number

+1 (000) xxx-xxxx

This phone number must be already added to your account.

Username

[I forgot my username](#)

## STEP 2 - Forgot Password

If you have forgotten your password, all you need is your phone number you registered with your account and the username you currently use. It's that simple.

## STEP 3 - Forgot username

If you have forgotten your username and password, you can press the forgot username on the box. You will then be asked to enter the email address you used when signing up for online banking.

## Forgot your Username?

Enter the email address you use for online banking and we'll email you your Username

Email

This email address must be already added to your account.

# Setting Up

# Your Bill Pay

## Step 1 – Setting Up Bill Pay

Sign up for Bill Pay from your desktop, mobile device or tablet.



**Bill Pay Sign Up**

You're one step away from the simple way to pay.

- **One-stop convenience.** Pay just about anyone or any bill -- all right here.
- **One-minute speed.** Make three payments in about 60 seconds.
- **One-click ease.** Pick who gets paid, when and how much -- then just click to pay.

Sign up

United States

I have read and accepted the [Terms & Conditions](#) of service.

**Complete Sign up**

## Step 2 – Using Bill Pay

Start using Bill Pay – set up new payees, schedule bills, get eBills and more. Click the “add payee” option to add new bills. You can search from a list of existing payees or set up an entirely new payee. You will need the account number, complete address, and/or phone number.



Welcome to bill pay!

Who do you need to pay?  **BILL**

Pay \$100 on the 15th of the month. Pay \$50 on the 1st of the month. Total: \$150

**My Payments** [View payment history](#)

This thought alone will show or hide past payments and payments completed in last 90 days

I want to...

- [Account Settings](#)
- [Send Bill to my account](#)
- [Get Help](#)
- [Contact Us](#)

## Other nifty options

## in online banking

**My settings.** To change your personal information such as update contact information, email address, username or password, select the my settings option at the top of the online banking home page.

**Help.** Get to know the features you have available to you in online banking by pressing this option in the upper right hand corner.

**Support** Send a secure message message via online banking to a representative in our contact center.

**Apply for a Loan** To complete an online loan application in online banking securely.

[My Settings](#) | [Help](#) | [Support](#) | [Logout](#)



**Featured: Apply for a Loan**