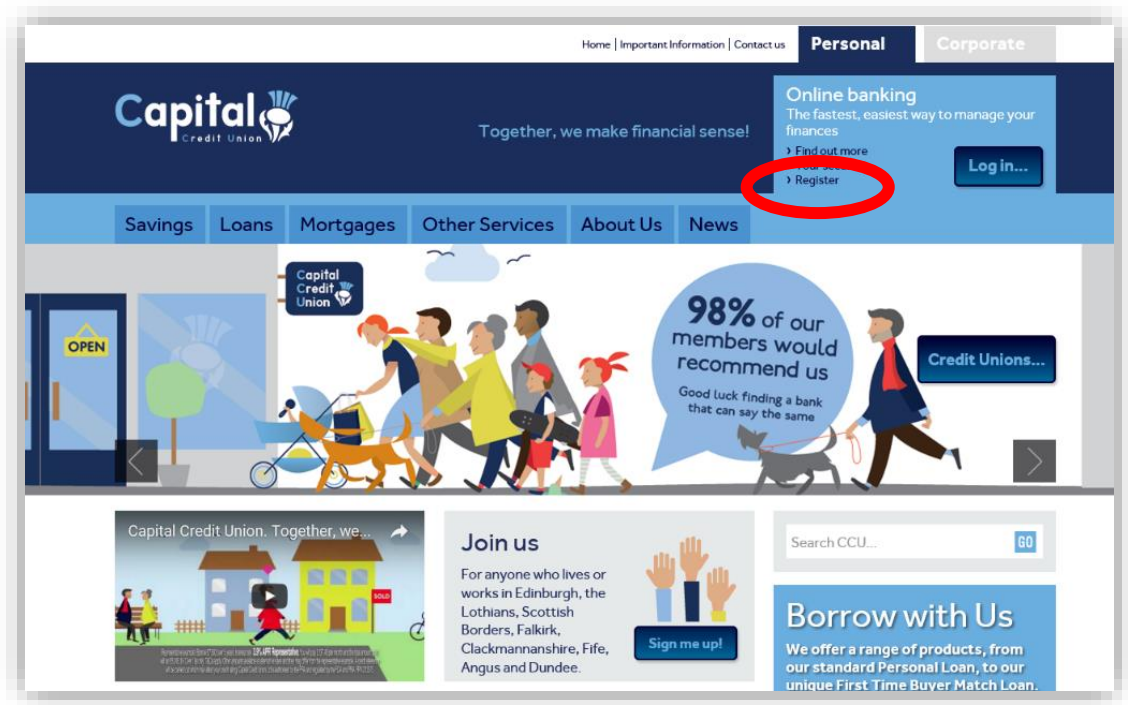


Getting started with online banking...

STEP 1

- Open up our website at www.capitalcreditunion.com
- Click on the word '**Register**' in the top right hand corner (circled red)



STEP 2

- You are now at our Registering for Online Banking page.
- Click on the blue panel marked '**Register for online banking**' at the bottom of the page (circled red):

Home | Important Information | Contact Us | **Personal** | Corporate

Capital Credit Union
Together, we make financial sense!

Online banking
The fastest, easiest way to manage your finances
Find out more
Your security
Register
Log in...

Savings | Loans | Mortgages | Other Services | About Us | News

You are here: Home > Other Services > Online Banking

Register for online banking

Registering for our online banking is easy.

Step 1:
Click on the [online banking registration form](#) and complete your details.

Step 2:
Once your details have been checked, you will be emailed a temporary password.

Step 3:
To finalise your registration, click on the [online banking login screen](#), and use the temporary login. You will also be asked to enter your nine-digit Capital Credit Union membership and your mother's maiden name.

Once you have read and accepted the terms and conditions, you will create your own login password.

For security, the login password must:

- be at least six characters long
- contain at least one letter
- contain one number
- contain one special character (for example @, £, * or !)

An example of an acceptable password would be Capital@1.
Remember, your login password is case sensitive.

As an extra security measure, you will also be asked to create a transaction password, which you will need each time you make a transaction online. Your transaction password should be a minimum of six characters in length, and again, this password is case sensitive.

Once you have set your login and transaction passwords you will have full access to our online banking facilities.

Useful downloads
Download a guide to the registration process (675 KB, pdf)

Register for online banking
Click here to register for our online banking service.

Search CCU... **GO**

Can you help?
Find out about the different ways you can help your credit union

In this section

Select Partner Employers
The simplest solutions are the best.

Online Banking
Manage your accounts online, where and when it suits you.

Prepaid Debit Cards
Find out more about Engage

Lottery
Join our member's lottery and win up to €3,000!

Keep up to date with Capital Credit Union by signing up for our e-newsletters

Your name

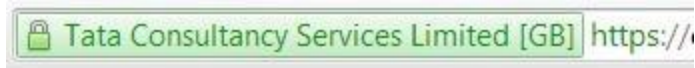
Your email

Are you already a member? ☐ **GO**

STEP 3

- A new page displaying an application form will appear.
- Check that: ○ the address panel at the top has turned green, the address now starts 'https://' a little padlock has appeared before the words

'Tata Consultancy Services.'



- Fill in your details, including your 9-digit Capital Credit Union membership number.
- Click **Confirm** (circled red)
- You will then see a confirmation page.
- Once your details have been verified you will receive an email from Capital Credit Union, containing a temporary password. Please note, this process may take up to 48 hours.

Online Banking Registration Form

Please note that for security purposes your session will timeout if you have not submitted your form within a 10 minute period.

In order to register for online banking, please provide the following information:

Are you Under 16 ?

Member Number: * (Please enter your new membership number)

Member Name: *

Current Address: *
*
*
*

Post Code: *

National Insurance No: * (Please enter without any spaces ensuring Capitals are used)

Mobile Phone No: **

Home Phone No: ** (Please enter without any spaces)

Email Address: * ?

Confirm Email Address: * ?

Security Question: * Select Question ?

Security Answer: *

Mothers Maiden Name: *

Your Date of Birth: * Please enter date in dd/mm/yyyy format

Opt out of Paper Statements:

E-Zines: ?

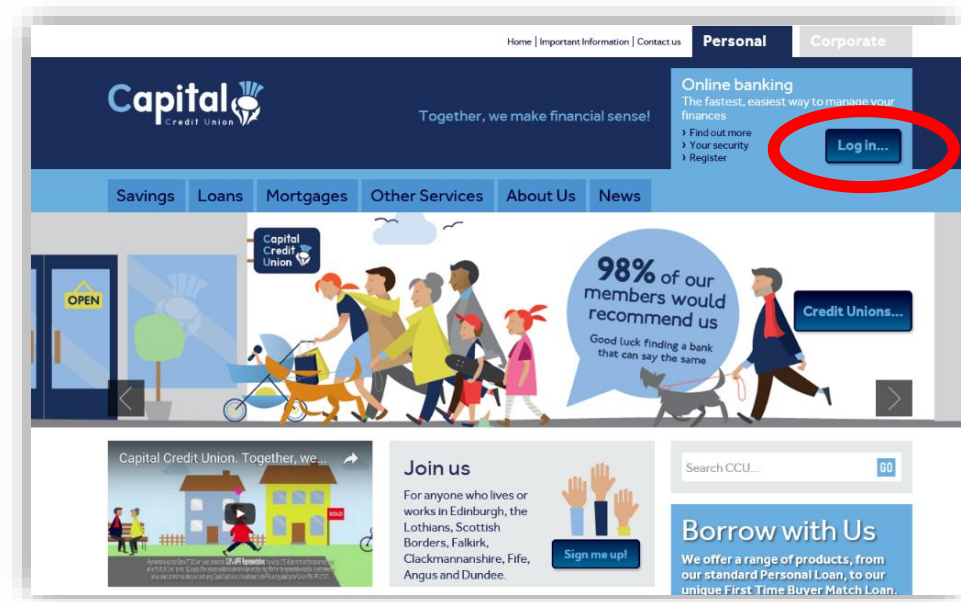
Preferred E-Zine Format: ?

Mandatory fields are marked with *

Some fields are mandatory **

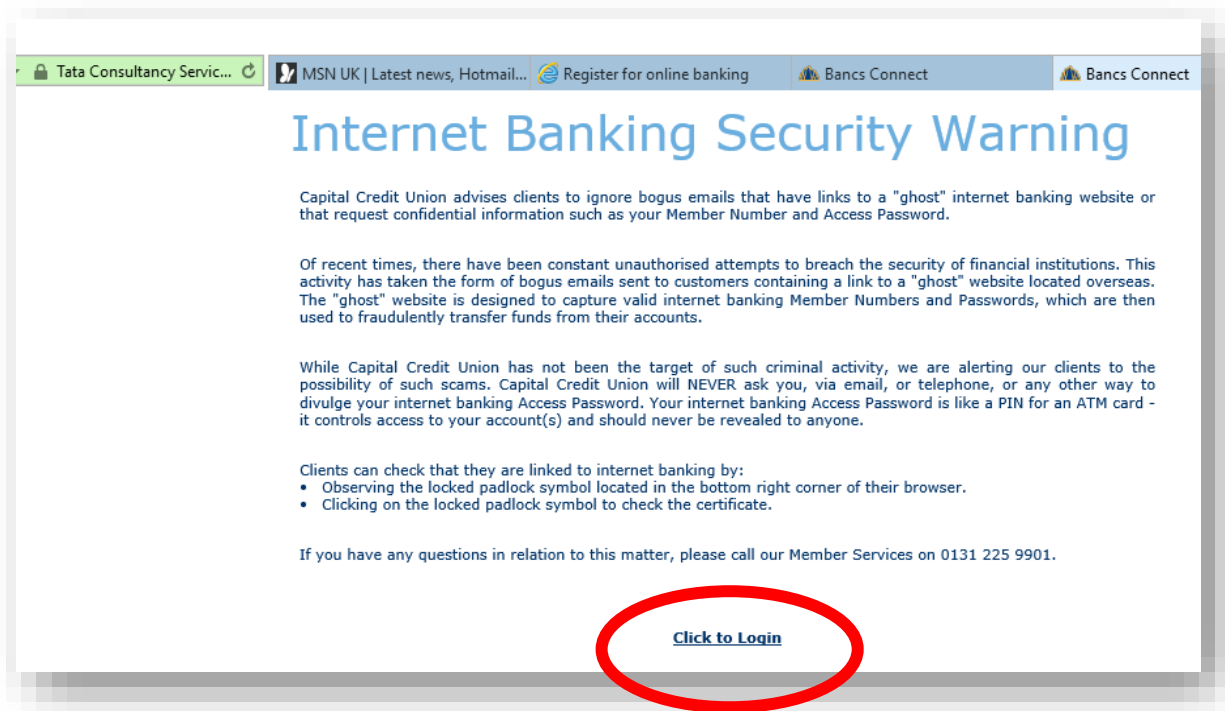
STEP 4

- When you have received your temporary password, by email, visit the Capital Credit Union website at www.capitalcreditunion.com
- Click on the Online banking '**Log in...**' button at the top right corner of the website.



STEP 5

- A new page displaying an application form will appear.
- Check that the address panel at the top has turned green, and a little padlock has appeared before the words 'Tata Consultancy Services Limited.' This is the company which runs our banking software, 'BANCS'
- Click on the words '**Click to login**' at the bottom of the page (circled red)



STEP 6

- If you are logging into online banking for the very first time, remember you will need to enter: your **membership number**, your **temporary password** (that you will have received via email), your **Mother's maiden name**

Tata Consultancy Servic... MSN UK | Latest news, Hotmail... Bancs Connect

Login to online banking

To login to your online account, please enter the requested information below.

Member Number:

Password: [Forgot Password ?](#)

Mother's maiden name:


[Login](#)

☐ Enable virtual keyboard

Virtual Keyboard (for password only)

x	d	r	e	p	y	t	z	n	l	7	0	8
i	u	a	s	w	v	k	j	b		2	1	6
c	f	q	o	m	g	h				3	5	9
=	-	%)	!	.	&	*	#	.	4		
~	/	(+	@	:	;	=	<	?	>		
\$	%	^	~	\		^		}	~			
CAPS LOCK							CLEAR			BACK SPACE		

STEP 7

- You will then be asked to create your own **Password**, as well as a **Transaction Password**.
- The **Password** you create must have one letter, one number, one special character from the keyboard and a minimum of six characters in length. For example, Scotland@1 would be acceptable.
- The **Transaction Password** is a password you will use once logged in to make any requests.
- If you have already logged in for the first time, you will already have created your password. Please use this password from now on.
- If at any time you forget your password please click 'Forgot Password', answer a few questions and your password can be re-set and sent to your e-mail.
- If you need any help when using your online account simply click the  icon on the top right-hand side of the page.