



Alternatives

FEDERAL CREDIT UNION

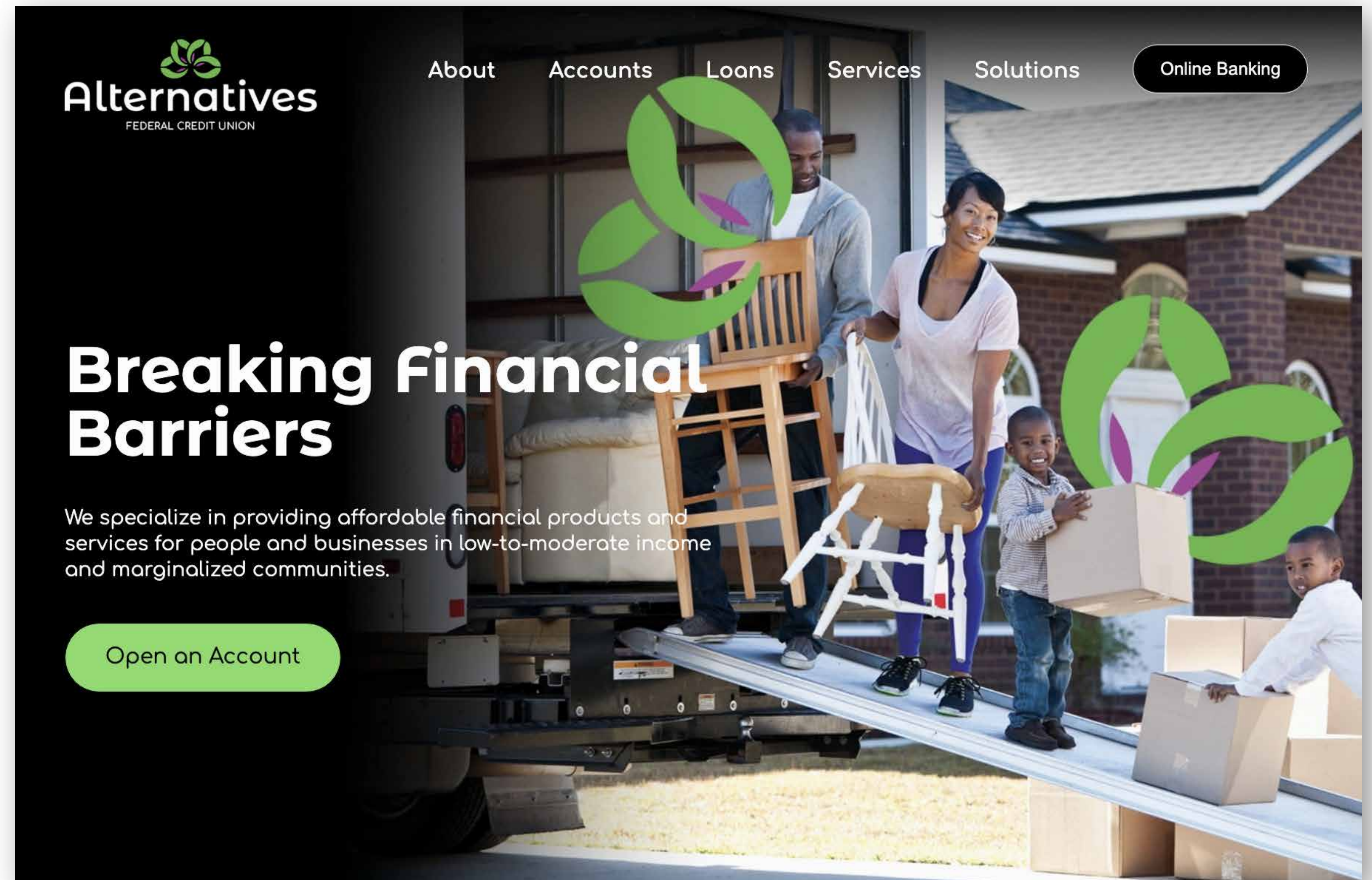
*Online/Mobile Digital
Banking Platform*

**HOW TO
ENROLL**

This step-by-step guide is here to assist you with enrolling in our new Digital Banking Platform.

The enrollment process is the same for both desktop and mobile devices with one exception— for desktop enrollment, go to **www.alternatives.org**, click the secure **Online Banking** button located in the top right corner of our website home page, and then click **Enroll**.

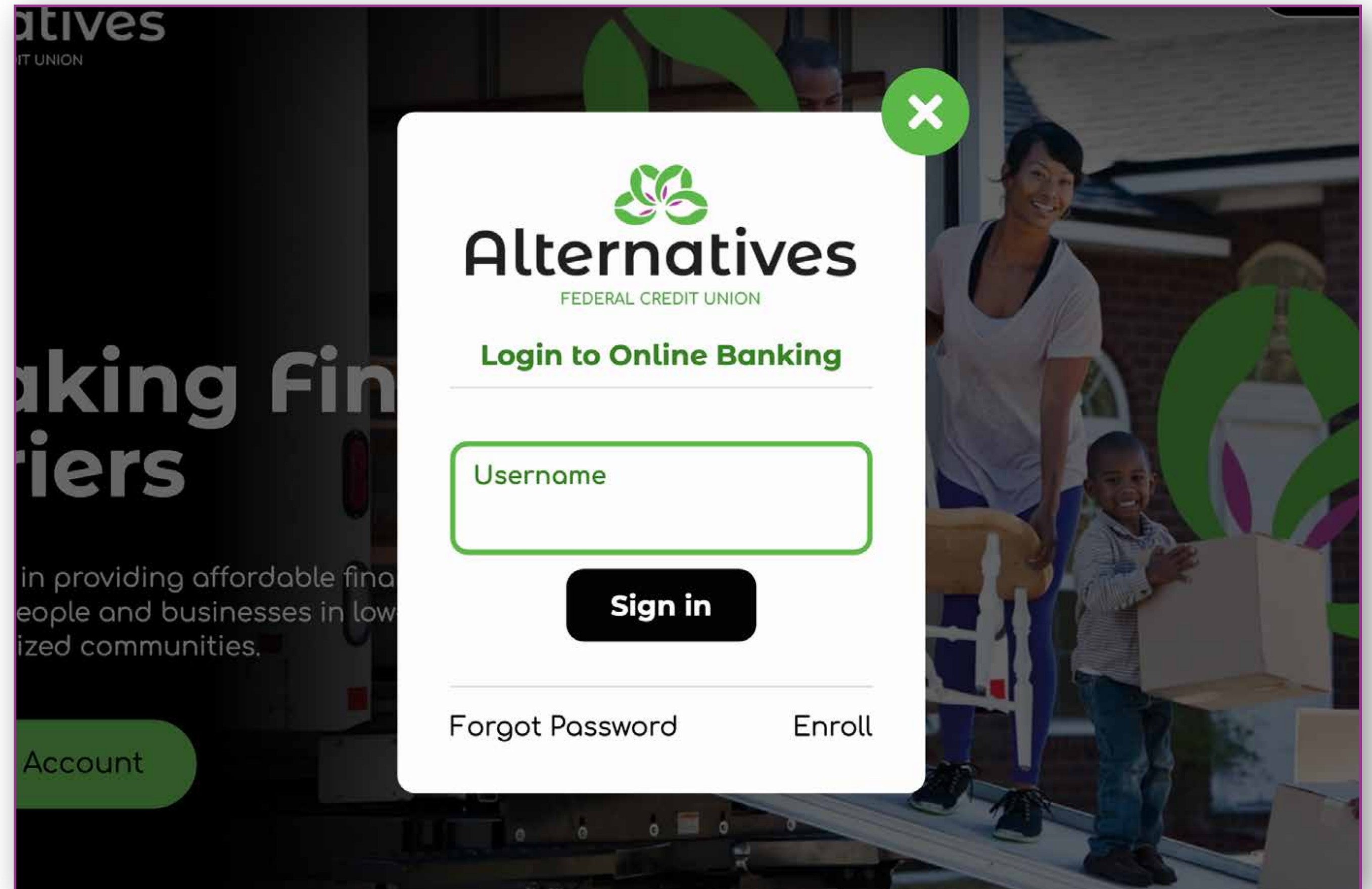
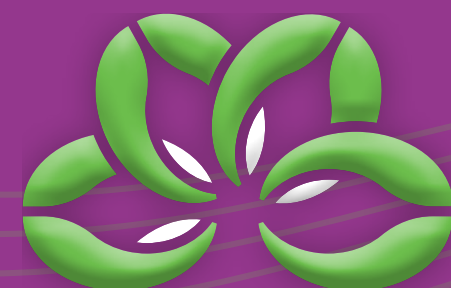
You must click Enroll— you will not be able to log in using your previous username and password.



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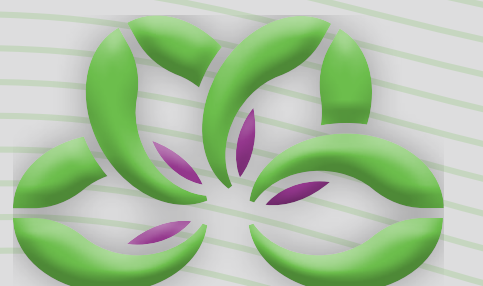
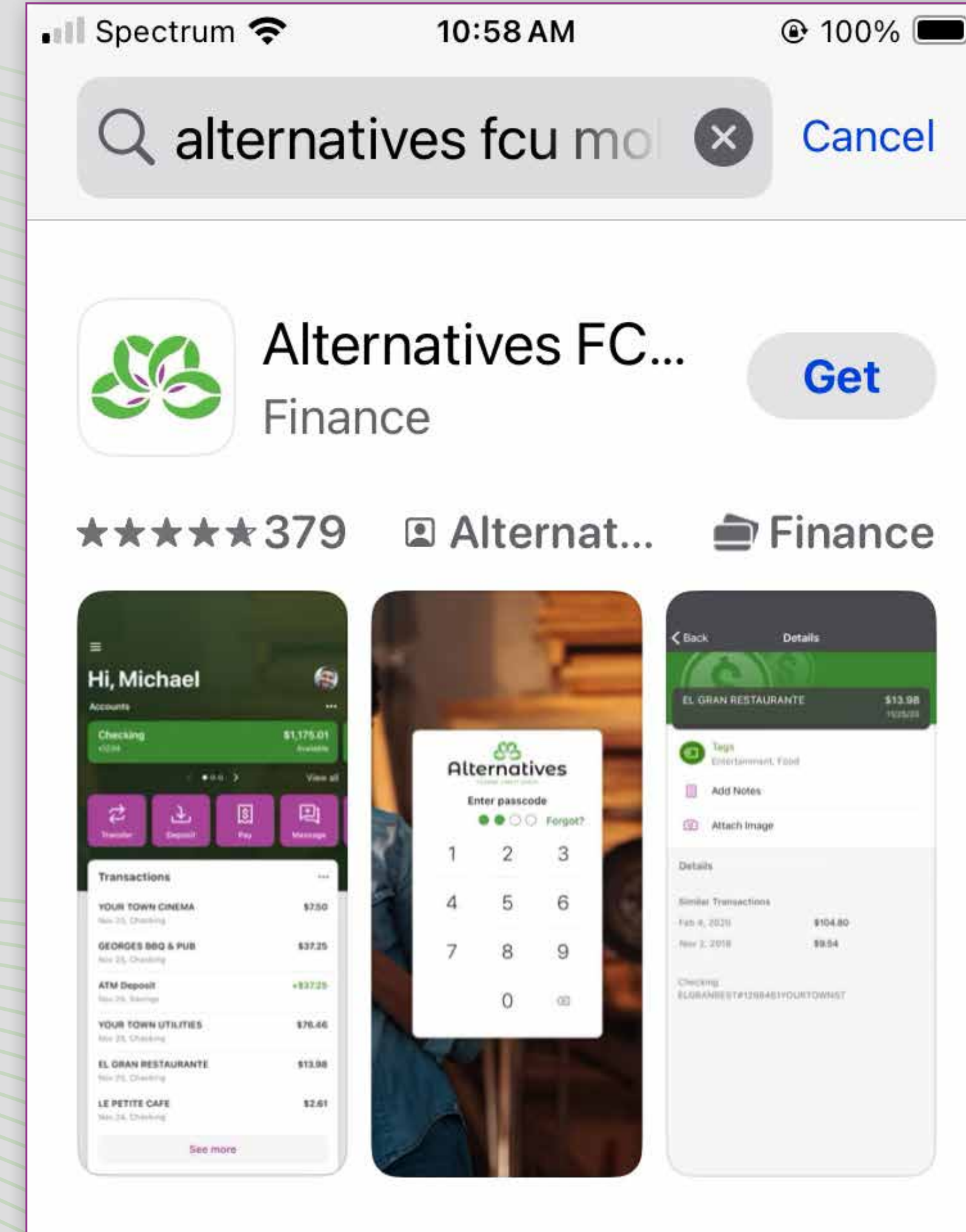
You must click Enroll— you will not be able to log in using your previous username and password.



Mobile Banking Users

Download the Alternatives FCU Mobile Banking App

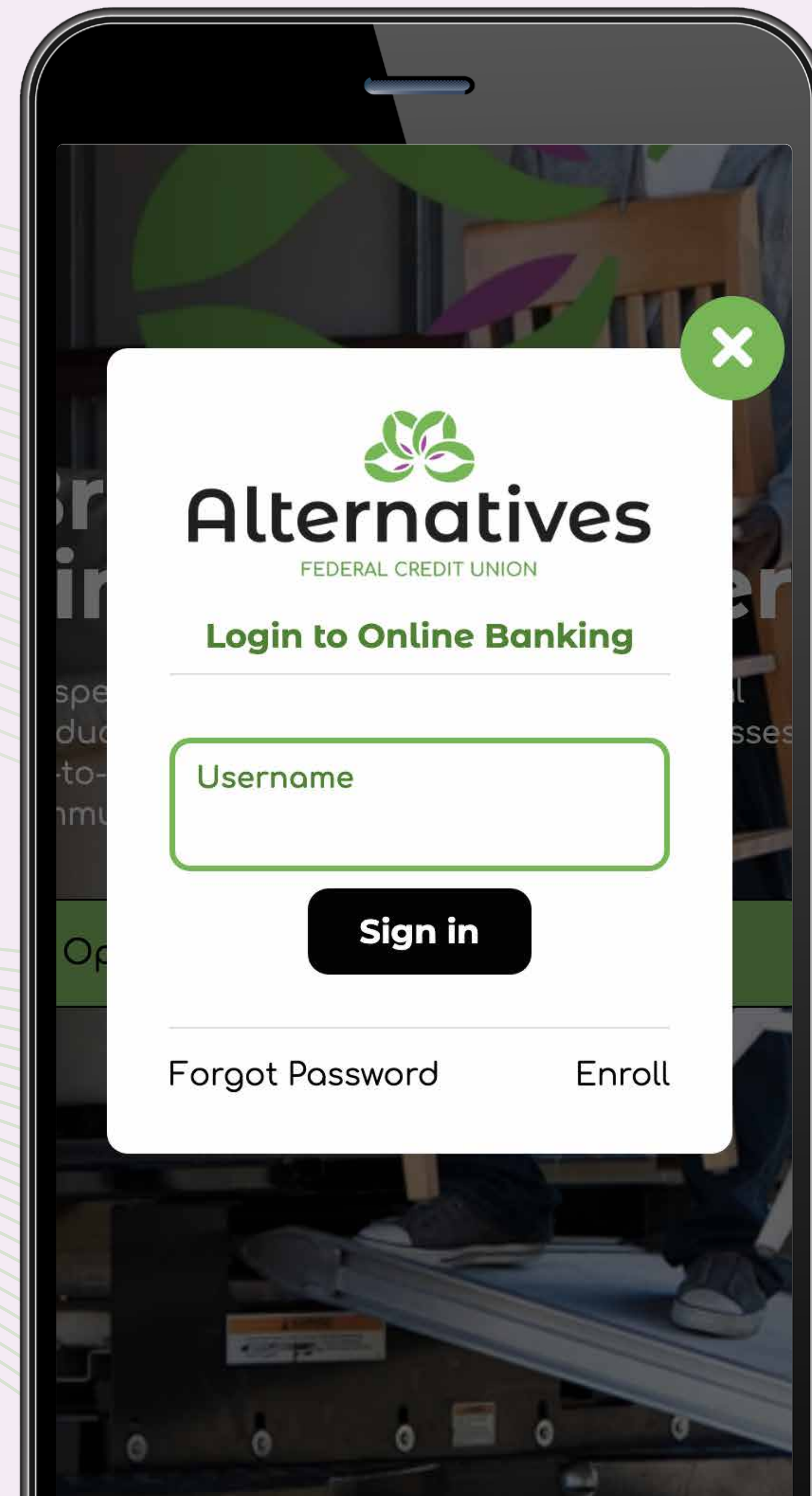
To download the app,
visit the app store on your
mobile device and search
for **Alternatives Federal
Credit Union**



Enroll in Online/ Mobile Banking

To enroll, go to
www.alternatives.org
and click **Enroll**.

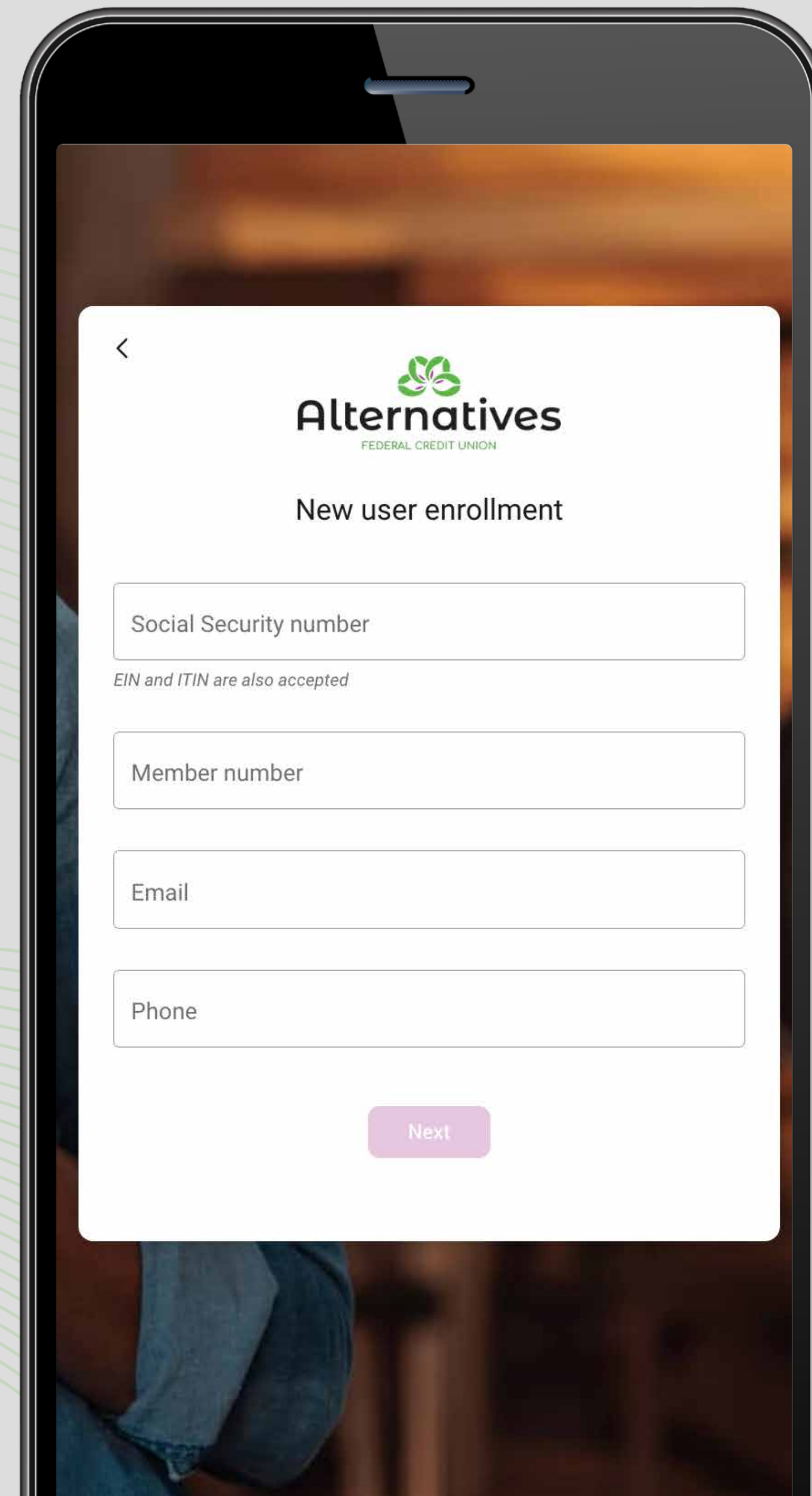
*You must click Enroll— you will not
be able to log in using your previous
username and password.*



Enter your information


Enter your Social Security
Number (SSN), member
number, email address,
and the phone number we
have on file.

Click *Next*.



The image shows a smartphone screen with a white overlay form for 'Alternatives FEDERAL CREDIT UNION'. The form is titled 'New user enrollment' and contains four input fields: 'Social Security number', 'Member number', 'Email', and 'Phone'. Below the first field, it notes 'EIN and ITIN are also accepted'. A purple 'Next' button is at the bottom right of the form. The background of the phone screen shows a blurred image of a person's arm.

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New user enrollment

Social Security number

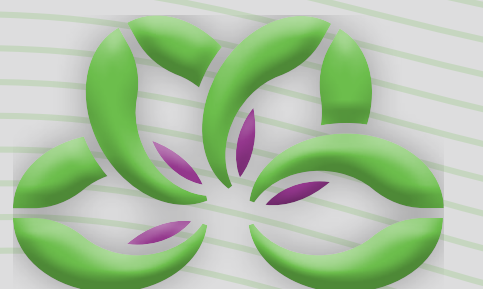
EIN and ITIN are also accepted

Member number

Email

Phone

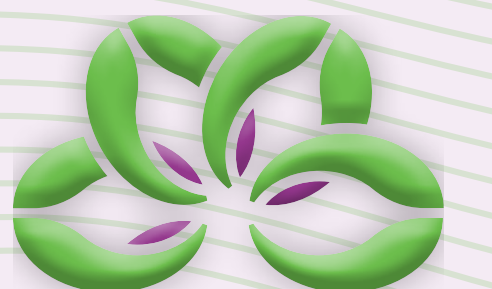
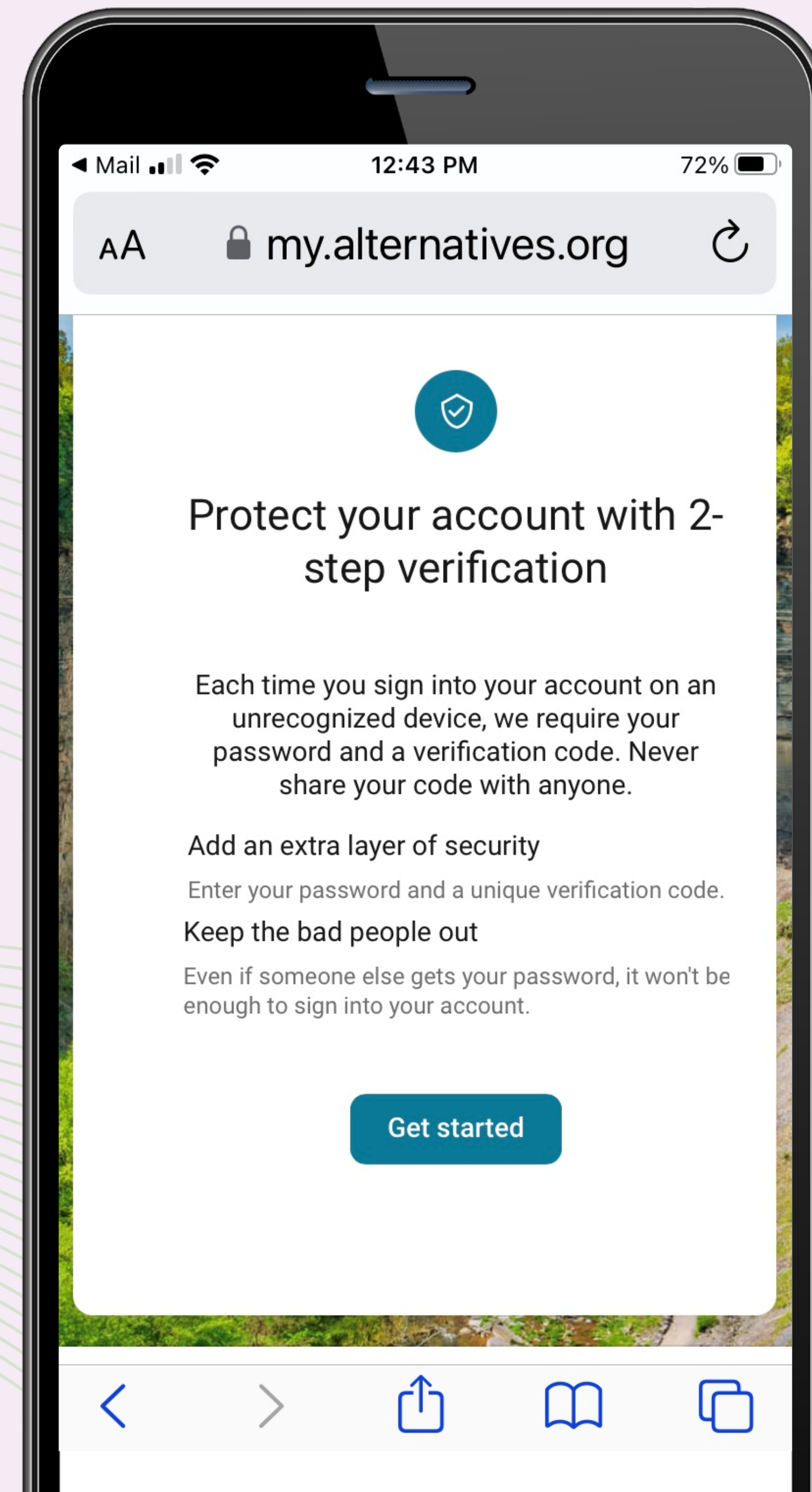
Next



Protect your account

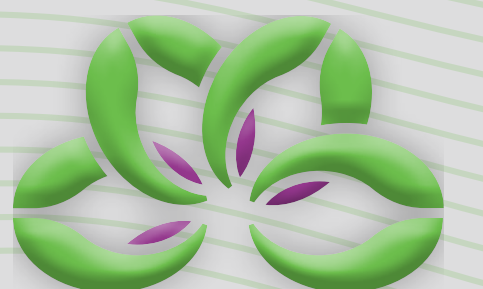
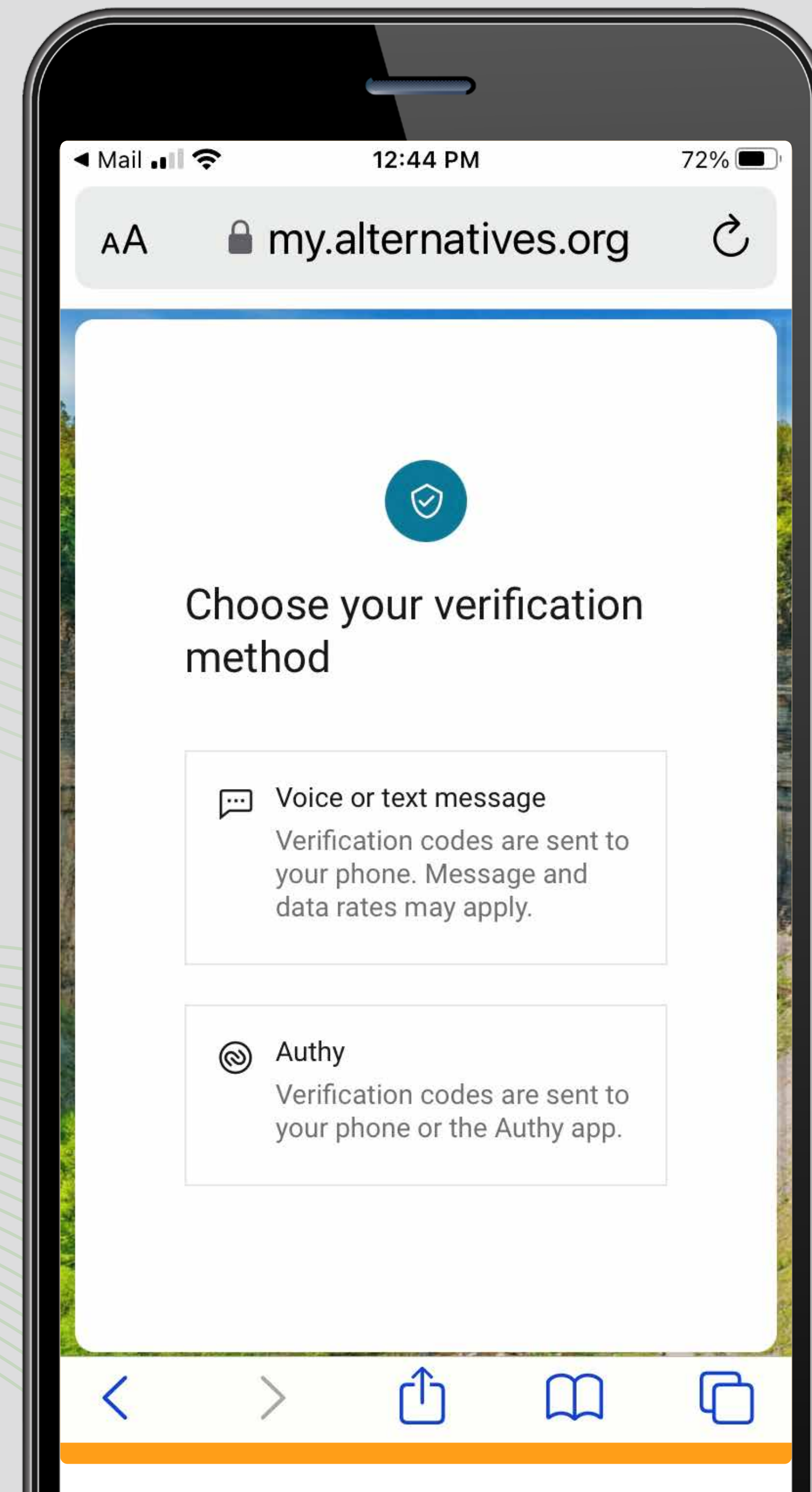
Set up the two-step
verification process.

*Click **Get Started**.*



Protect your account

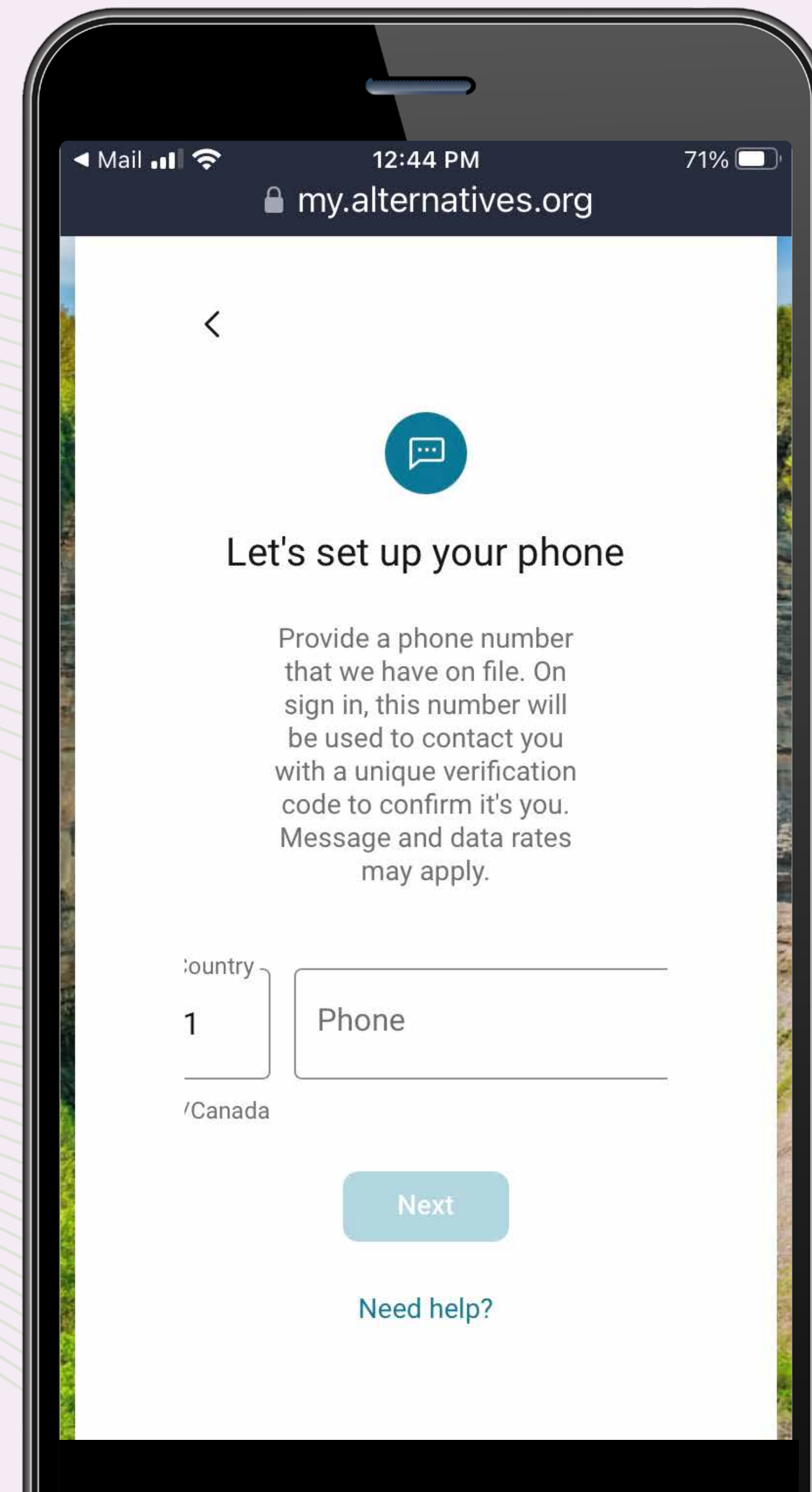
Choose your verification
method. We recommend
using voice or text
message for ease of use.



Protect your account

Enter the phone number
we have on file.

*Click **Next**.*



The image shows a smartphone screen displaying a web page from my.alternatives.org. The page is titled "Let's set up your phone" and includes a blue circular icon with a speech bubble. The text explains that a phone number will be used for verification. Below this, there is a form with a "Country" dropdown menu showing "1" and "Canada" below it, and a "Phone" text input field. A blue "Next" button is at the bottom, along with a "Need help?" link.

Mail 12:44 PM 71%
my.alternatives.org

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Let's set up your phone

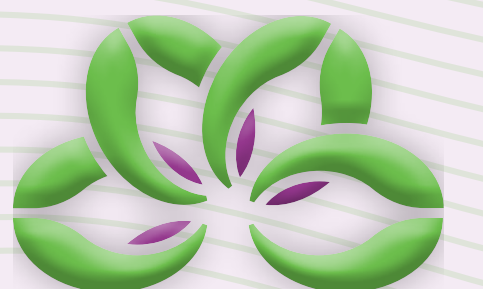
Provide a phone number that we have on file. On sign in, this number will be used to contact you with a unique verification code to confirm it's you. Message and data rates may apply.

Country
1
/Canada

Phone

Next

[Need help?](#)

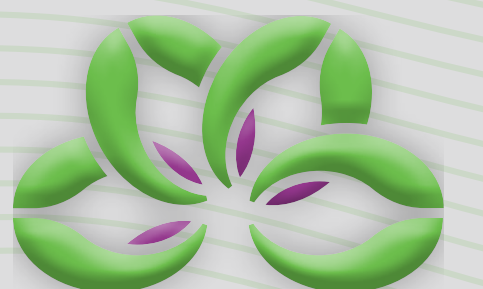
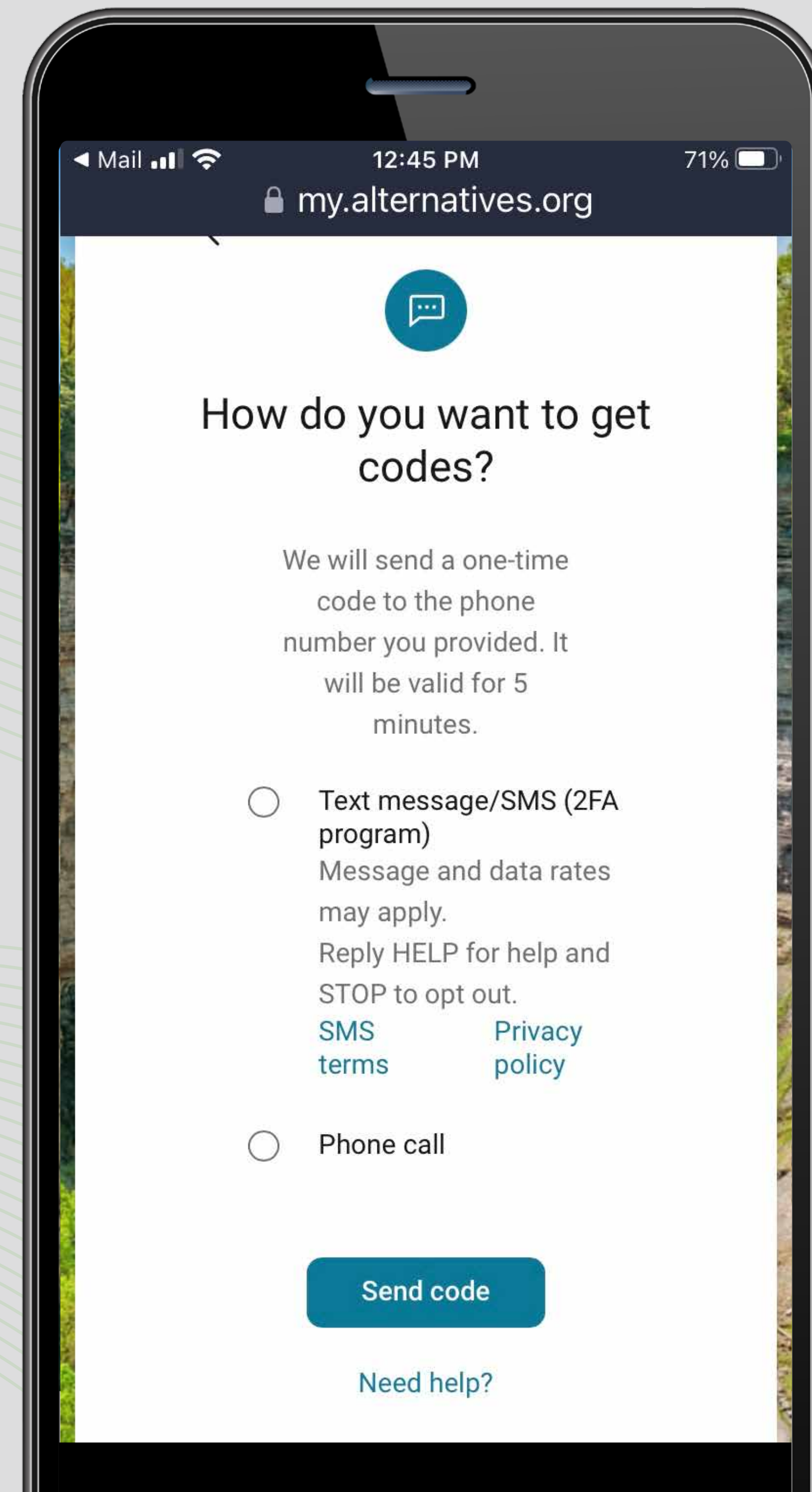


Protect your account

Choose how you would like to receive your verification code, either by text message or phone call.

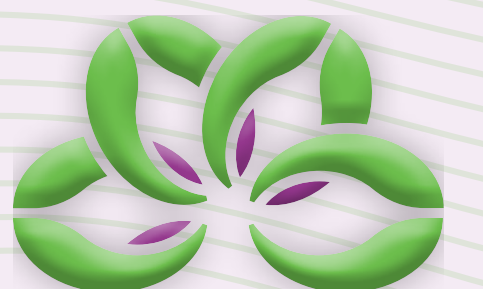
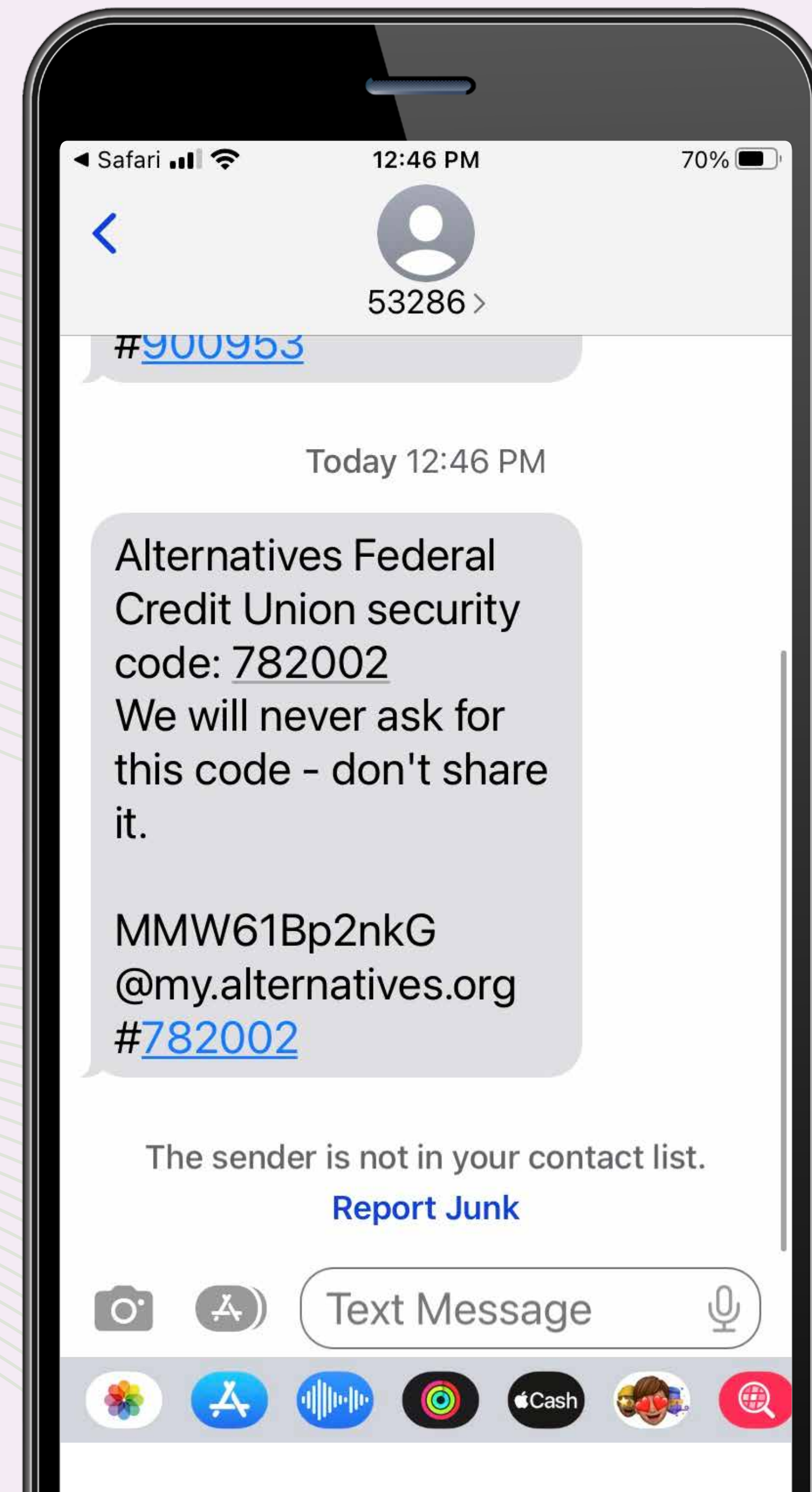
If the phone number is not a mobile number, you must choose phone call.

Click *Send Code*.



Protect your account

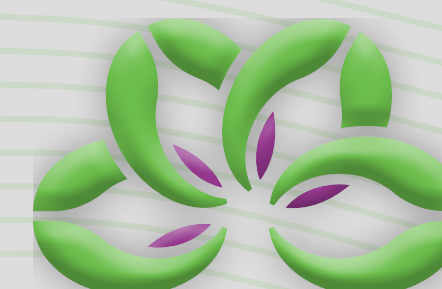
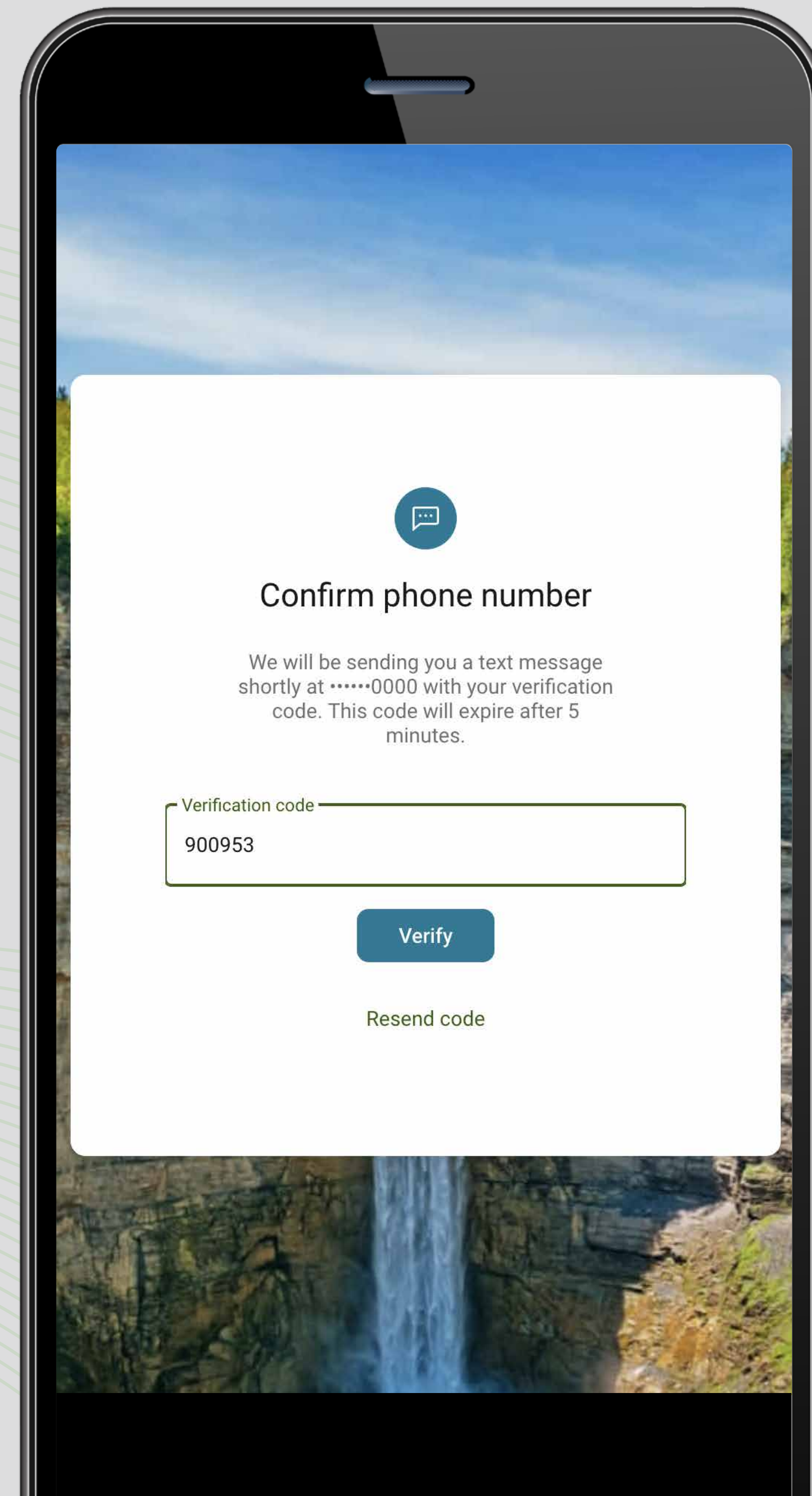
A verification code will be
sent via text or phone call.



Verify your phone

Retrieve and enter the
verification code.

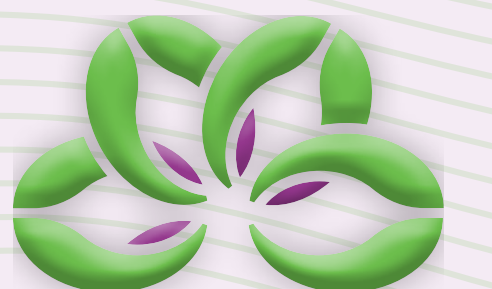
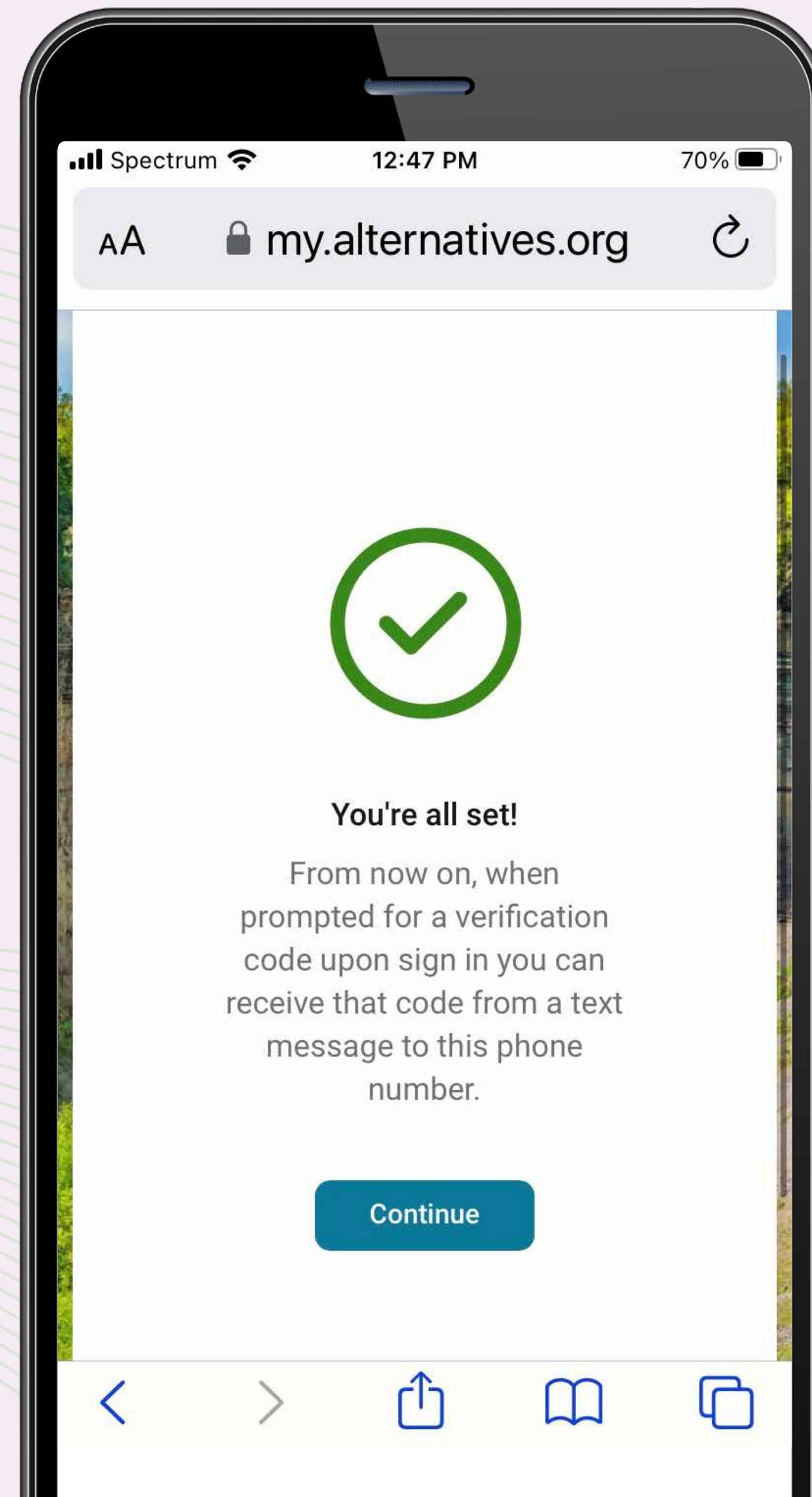
*Click **Verify**.*



Verification setup complete

Read the prompt.

*Click **Continue**.*

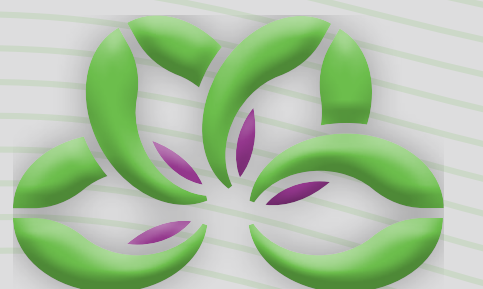
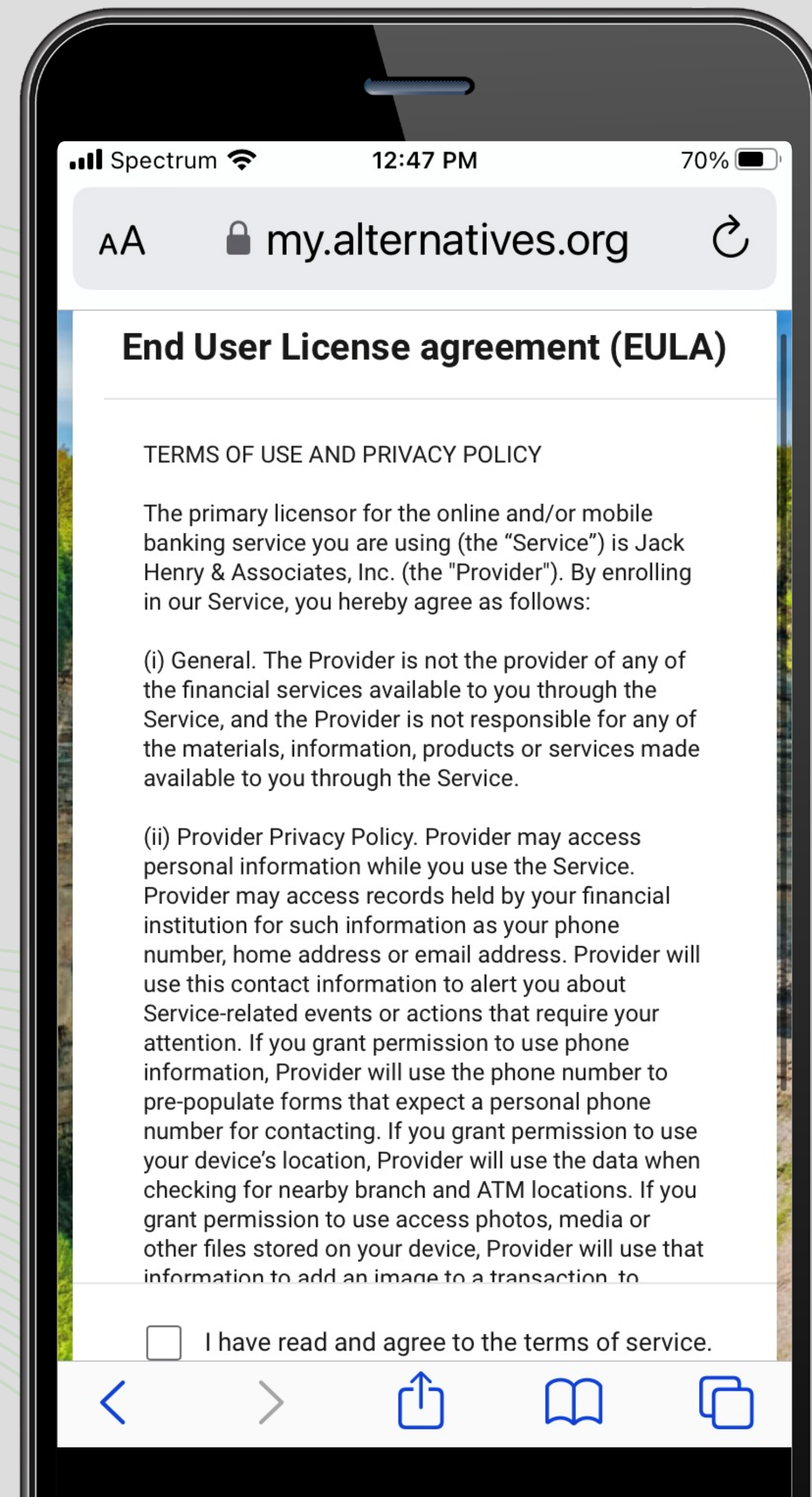


User Agreement

Read the User Agreement,
scroll to the bottom.

Click Accept.

*If you choose **No**, you will not
be able to move forward in the
enrollment process.*

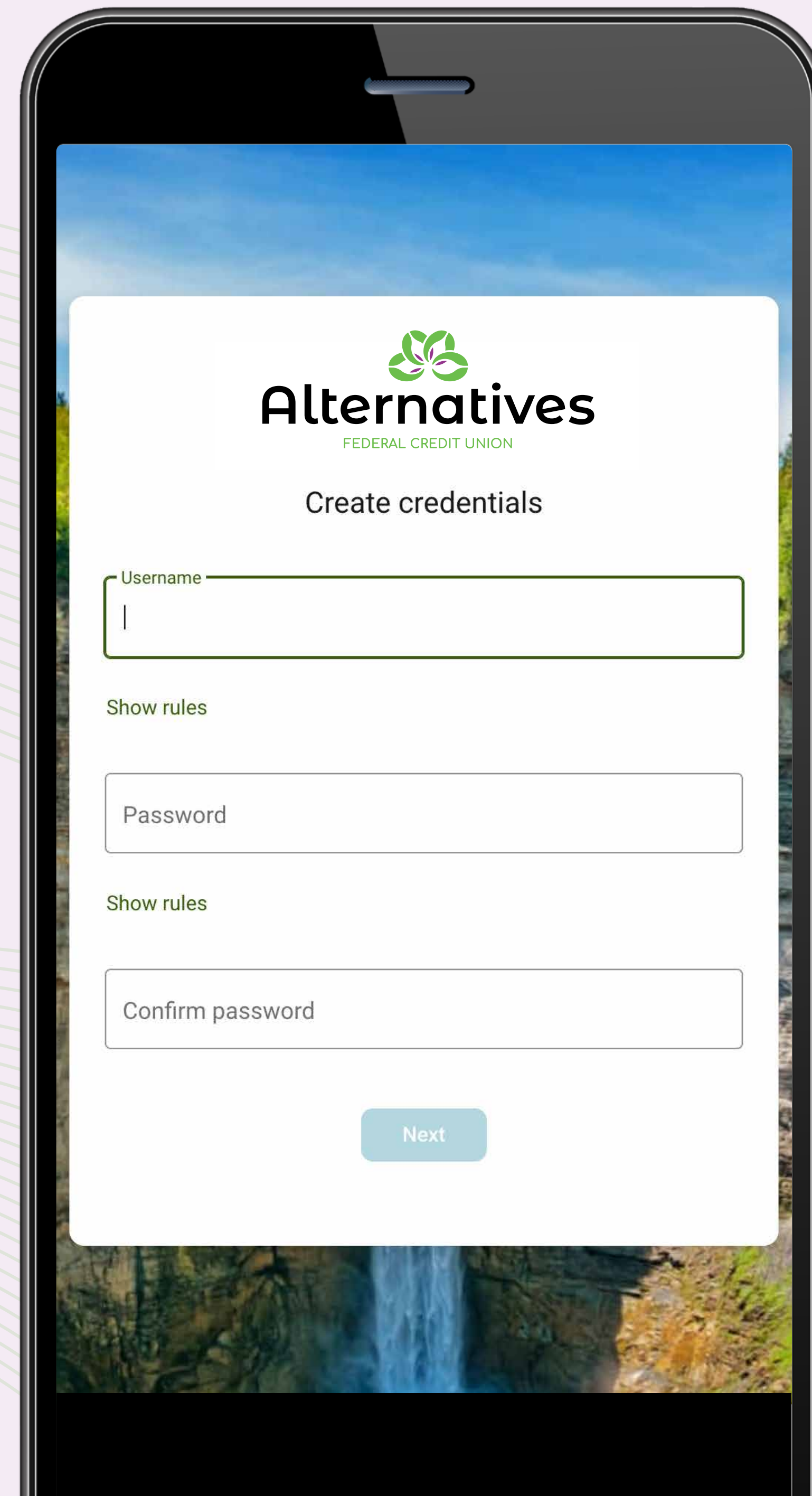


Create a username and password

Review the username and password rules, then create a new username and password.

Click *Next*.

You will use this new username and password to log in to both Online and Mobile Banking.

A smartphone screen showing the 'Create credentials' page for Alternatives Federal Credit Union. The page has a white background with a blue header bar. The Alternatives logo is at the top, followed by the text 'Create credentials'. There are three input fields: 'Username', 'Password', and 'Confirm password'. Each field has a 'Show rules' link below it. A blue 'Next' button is at the bottom right of the form.

Alternatives
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Create credentials

Username

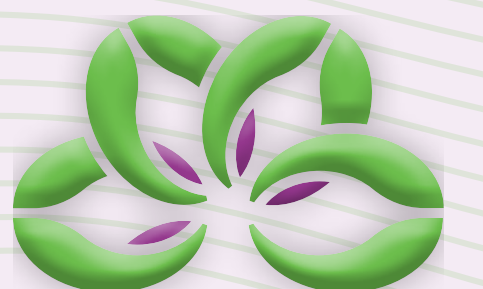
Show rules

Password

Show rules

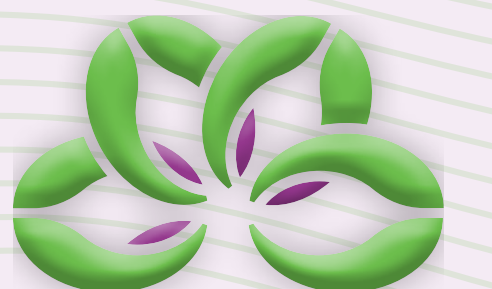
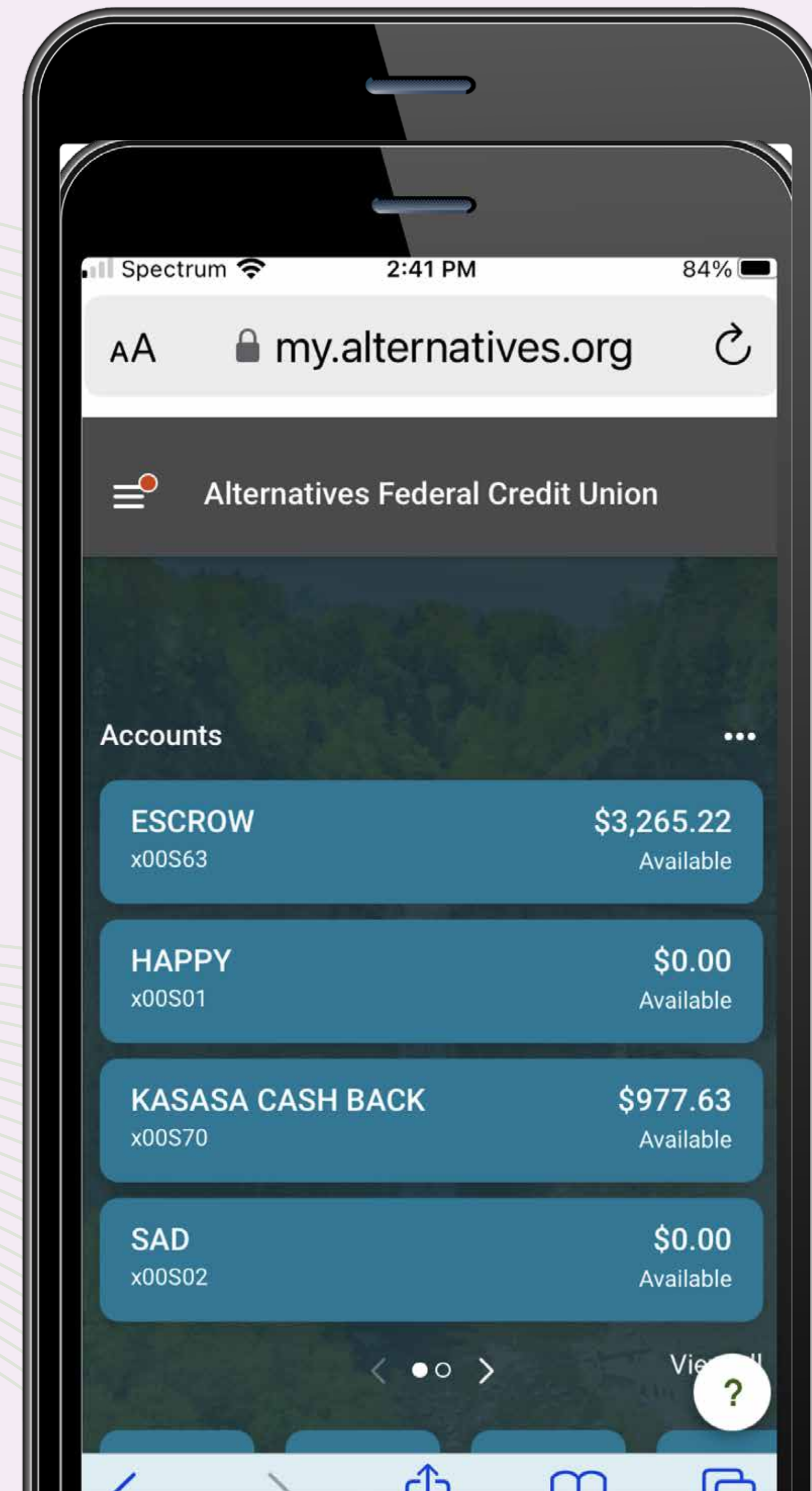
Confirm password

Next



Success!

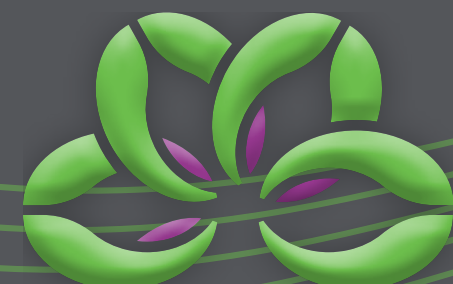
You are now enrolled
for Online/Mobile Banking.



Features

Our Online/Mobile Banking Platform has many exciting features:

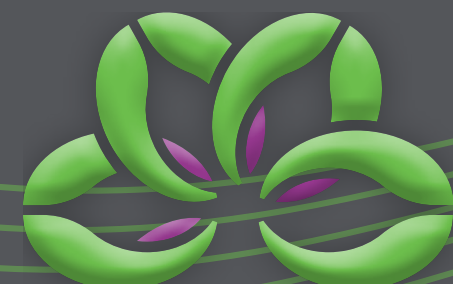
- Consistent user experience across all channels
- View deposit, transfer, debit card and check history
- Deposit checks from your mobile device
- Track cash flow, expenses, budgets and goals



Features

Our Online/Mobile Banking Platform has many exciting features:

- Monitor your credit score/report for free
- Track account balances across financial institutions, not just accounts you hold at Alternatives
- Send secure messages to us within the platform
- Create custom dashboards





Our Online / Mobile Digital Banking platform is available March 3, 2025

*Thank you for walking through the enrollment process.
Please contact us with any questions.*



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