STEP BY STEP GUIDE FOR ONLINE BANKING REGISTRATION ON THE NEW SYSTEM

ⓘ Please note you can only do **the initial registration** from a **computer or laptop**, you will not be able to use a mobile phone to register. Once you complete the registration process, you can subsequently access our online services via our mobile app. Please make sure you download the latest version of our mobile app from App Store or Google Play.

Step 1.

Visit our website www.creditunion.co.uk and click on the [CUONLINE BANKING ⊗] button.

Step 2.
You will be diverted to Online banking Welcome Page where you can see New Terms and Condition and STEP-By-STEP Guildelines for Online Banking Registration.

WELCOME TO OUR LONDON MUTUAL ONLINE BANKING

Please go to the link Online Banking at the bottom of this page to   register   for the new online services.

Security warning

Please read before Register/logging into your account

Unfortunately identity theft and internet fraud continue to be on the increase. Please be vigilant and protect your personal details as much as you can.

London Mutual will NEVER ask you, via email, telephone, or by any other means, to divulge your internet banking login password. Your password is like the PIN for your bank card - it controls access to your account(s) and should never therefore be revealed to anyone.

Members can check that they are linked to London Mutual internet banking by:

• Observing the Green Colour locked padlock symbol located in the **top left corner of your browser.**
• Clicking on the locked padlock symbol to check the certificate.

If you have any concerns or require any further information, please contact the London Mutual Member Enquiry Line on 0207 787 0770.

Important Links

• More information about CUOnline Internet banking please Click here
• Step-by-step guide for Online Banking Registration.
• Please click here to read terms and condition for online services.

⬆ **Back to top**

☐ I've got it, User MUST tick before click 'ONLINE BANKING' link

Click here to visit Online Banking

Step 3.

You will be taken to the London Mutual Internet banking page. Click on **New user**

Step 4.

On the next screen you will be asked to enter your **new member number, National Insurance number and date of birth.** For your security at this stage you will be asked to select a **memorable question and answer**. Make sure you choose something that is not easy for others to guess but you can easily remember. You will need your memorable question and answer every time you login to your Online Banking account.

To select your date of birth, please follow this order:

- select your year of birth first
- followed by the month, and
- then your day of birth.

Step 5.

You will know that your request has been submitted successfully when you see the below Online Registration Acknowledgement page.

ONLINE REGISTRATION ACKNOWLEDGMENT

Thank you for registering for LMCU Internet Banking services. We have received your Internet Banking request.
If you have not received a confirmation email within one hour, please contact our support line on 020 7787 0770 or email us at info@creditunion.co.uk
To go back to Login page click here

We will verify the details you have entered during the registration and we'll send you an email containing your credentials (two temporary computer-generated passwords – login password and transaction password) to complete the online registration process. These temporary passwords are one-off passwords which you will use during your first time login only. *You will find more information about your transaction password in Step 6.* For your security we will send your online credentials in a password-protected file with instructions how to open the file.

Step 6.

To complete your first time login you will be taken to the London Mutual Internet banking page as below.

![London Mutual Credit Union - Your local banking choice]

Welcome to London Mutual Internet Banking

Member Number	[_____]
Password	[_____]
Memorable Question	[Select ▼]
Memorable Answer	[_____]

Login →

Turn on Virtual Keyboard ☐
(Only for Password)

- ■ **Login**
- ■ **About Us**
- ■ **Contact Us / Need Help?**
- ■ **Forgot your Password?**
- ■ **Forgot Memorable Question?**
- ■ **New User?**
- ■ **Privacy**
- ■ **Security Tips**
- ■ **Terms and Conditions**

Enter your:

- new member number;
- the temporary password we sent you by email; and
- the memorable question and answer you chose during the registration process.

You have to complete the first time login **within 2 days** of the day you registered. After this time your temporary password will expire and you will not be able to login with this password. If you have been unable to complete your first login within 2 days, please call us at 020 7787 0770 or send us an email to info@creditunion.co.uk and we can reset your password.

Step 7.

Once you have logged in, you will be prompted to **change your temporary login password and transaction password** with new passwords of your choice.

CHANGE SECURITY DETAILS

(*) marked fields are mandatory

Change Login ID

New Customer Login *

Change Login Password

New Login Password *

Confirm Login Password *

Password Policy : Password length should be between 8-16. It must have at least one lower case and upper case alphabet, one digit, one special character. No single quote, double quotes or space. And also login and transaction password should be different.

Change Transaction Password

Temporary Transaction Password *

New Transaction Password *

Confirm Transaction Password *

Password Policy : Password length should be between 8-16. It must have at least one lower case and upper case alphabet, one digit, one special character. No single quote, double quotes or space. And also login and transaction password should be different.

Set Security Question

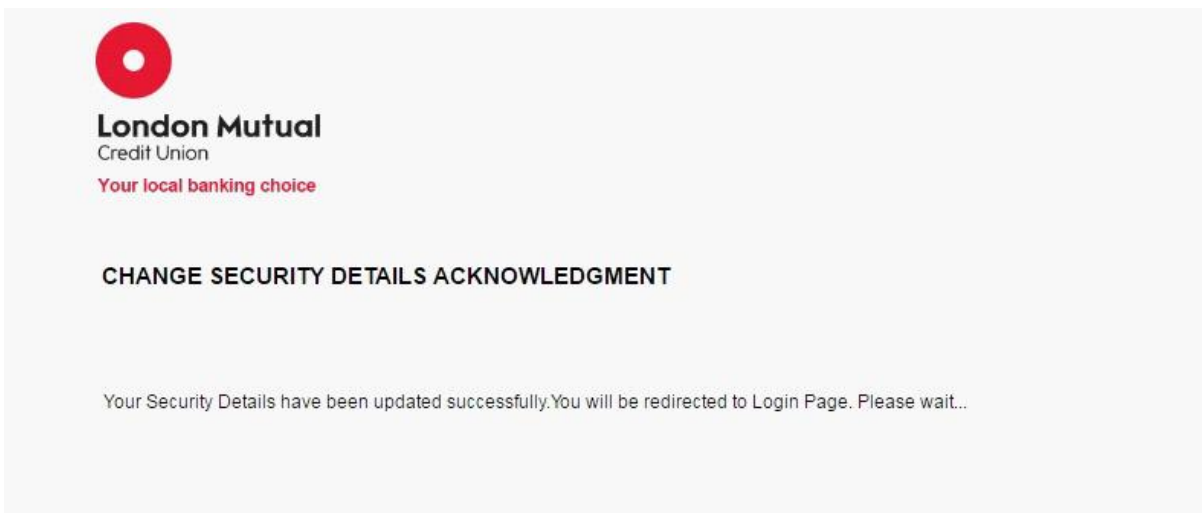Security Question *   Select

Answer *

You will need this for additional security - you may be asked for this information when you forget your log in details

Services Information

Statement Option*   Select

Newsletter   Select

Update

ⓘ Our new online system provides an extra level of security **– transaction password.** You will be asked to type in this password every time you make a transaction online, such as a payment or a transfer. This password adds an extra layer of security to ensure your account is protected from unauthorised access.
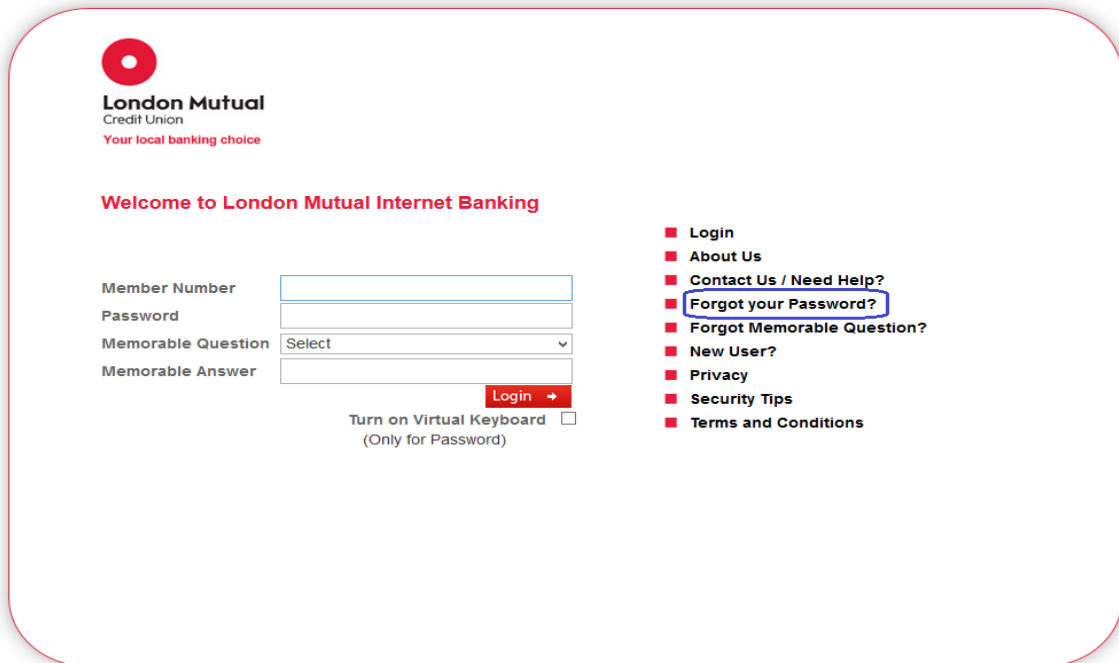
When you complete this page, you will see the Acknowledgement page on your screen. This completes your new online registration.

CHANGE SECURITY DETAILS ACKNOWLEDGMENT

Your Security Details have been updated successfully.You will be redirected to Login Page. Please wait...

You will be re-directed to the Internet Banking login page, [screen same as on page 5 above] where you can enter your new credentials and start using the new and improved online services.
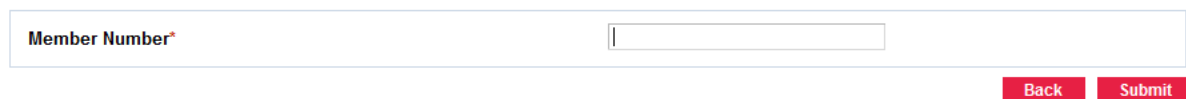
FORGOT YOUR PASSWORD

If you forgot your Password you can reset your Password by using the 'Forgot your Password' section

When you click the Forgot your Password link you will be directed to the below page where you need to enter your **New Member number**
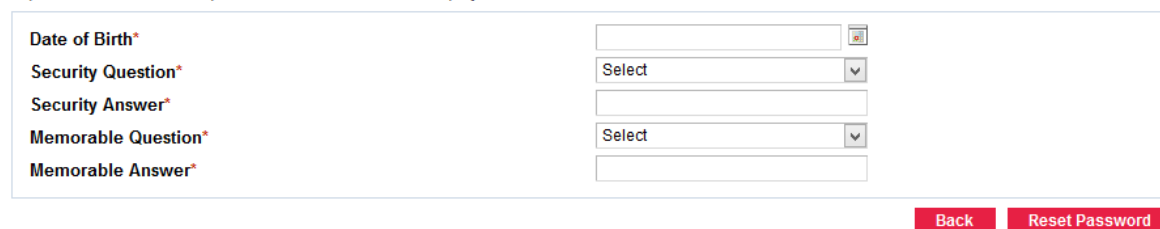
FORGOTTEN YOUR LOGIN PASSWORD?

If you have forgotten your login password, please confirm the following information.If you have any queries or require further assistance, please contact the Member Enquiry Line.

Member Number* |

Back   Submit

After entering your New Member Number and click 'Submit' button you will be navigated to the below page where you need to enter details you have set up ealier before reset your Login Password.

FORGOTTEN YOUR LOGIN PASSWORD?

If you have forgotten your login password, please confirm the following information and select the "Reset Password" option. If you have any queries or require further assistance, please contact the Member Enquiry Line.

Date of Birth*	
Security Question*	Select
Security Answer*	
Memorable Question*	Select
Memorable Answer*	

Back   Reset Password

ⓘ **You will need a Date of Birth, Security Question and Answer, Memorabl e Question and Answer. Security Question and answer you have originally set up when you completing your online banking registration**

To select your date of birth, please follow this order:

- select your year of birth first
- followed by the month, and
- then your day of birth.

FORGOT MEMORABLE QUESTION

If you forgot your Memorable Question you can reset your memorable question and answer by using 'Forgot Memorable Question' section.

When you click the Forgot your Memorable Question link you will be directed to the below page where you need to enter your **New Member number**

After entering your New Member Number and click 'Submit' button you will be navigated to the below page where you need to enter your Date of Birth and National Insurance Number before reset your Memorable Question.

ⓘ **You need a Date Of Birth and National Insurance Number to change Memorable Question**

To select your date of birth, please follow this order:

- select your year of birth first
- followed by the month, and
- then your day of birth.