

Getting Started: First-Time Login to New Digital Banking Platform



HOW TO LOG IN FOR THE FIRST TIME

1

Log In: Navigate to the Vermont Federal Credit Union online banking login page or the mobile App. [Vermont Federal Credit Union](#)

- Enter your current Username and Password into the prompt.

A screenshot of the Vermont Federal Credit Union login page. The page has a white background with a light blue border. At the top center is the Vermont Federal Credit Union logo. Below the logo are two input fields: "Username" and "Password". The "Password" field has a toggle icon (an eye) to its right. Below the input fields is a "Remember Me" checkbox, which is currently unchecked. At the bottom is a large purple button labeled "Log in". Below the button is a link that says "Forgot Username or Password?".

Username

Password

☐ Remember Me

Log in

[Forgot Username or Password?](#)

2

Reset Your Password: After entering your username and password, you will be directed to a page to set up a new password. Click on "**Create new password.**"

- Carefully read the disclosure provided on the page.
- Select the "**I agree**" checkbox.
- Click "**Continue.**"



Secure your account

Vermont Federal Credit Union requires you to create a new password before you log in.

Create new password

Return to login

3

Resetting Your Password

- Click "**Reset my password**" to proceed.
- **NOTE:** Do not use the option on the right unless you are a business sub-user. Business owners should use the option on the left.

Step 2 of 5

I Want To

Reset my password

Choose this if you're an individual or a business and forgot your password

Reset my business sub user password

Choose this if you are a business sub user and you forgot your password

4 Resetting Your Password

- Fill out the form with your Username, Social Security Number (SSN), Tax ID, or Employer Identification Number (EIN), and Date of Birth.
- Click "**Continue.**"

Step 3 of 5

Verify Your Identity

The following information is used to verify you have an account with us and that you are the owner of the account. We match your answers against our records.

Username

SSN/TaxID Or EIN

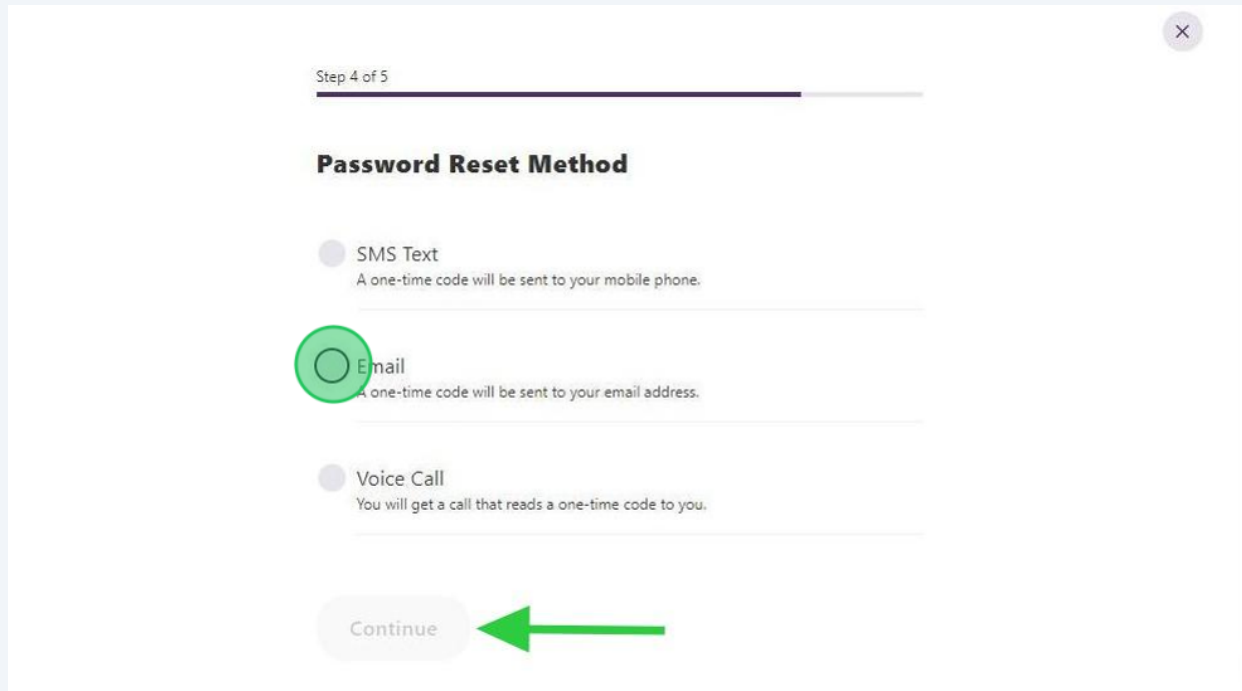


Date Of Birth
mm/dd/yyyy

Continue

5 Verification

- Choose Verification Method: Select a method to receive your verification code (e.g., email or SMS). Click "**Continue**."



The screenshot shows a mobile app interface for password reset. At the top right is a close button (X). Below it is a progress bar labeled "Step 4 of 5". The title "Password Reset Method" is centered. There are three radio button options: "SMS Text" (unselected), "Email" (selected, highlighted with a green circle), and "Voice Call" (unselected). Each option has a descriptive line of text below it. At the bottom is a "Continue" button, which is highlighted with a green arrow pointing to it from the right.

Step 4 of 5

Password Reset Method

☐ SMS Text
A one-time code will be sent to your mobile phone.

☒ Email
A one-time code will be sent to your email address.

☐ Voice Call
You will get a call that reads a one-time code to you.

Continue

6

Verification:

- Once you receive the verification code, enter it in the "Enter Code" field. Click "**Verify.**"

Step 5 of 5

Verification Code

A 6-digit code has been sent to your email aeh***y@gmail.com.

9 4 6 9 8 1

Code Will Expire In 5 Minutes

[Resend code](#) or [Change method](#)

Verify

7

Create a New Password:

- Create a new, unique, strong password. Make sure your password meets the security requirements.
- Click "**Continue.**"

Create your password

Your password must be at least ten characters in length, contain at least one lowercase letter, at least one uppercase letter, at least one special character, and at least one number.

Password Strength Is Fair

Matches

Continue

8

Update Contact Information and Preferences

- Ensure your email address and phone number are up to date.
- Select the checkbox to opt-in for E-statements.
- Read the disclosure and select the "**I agree**" checkbox. Click "**Continue.**"

The screenshot shows a web form for updating contact information and preferences. On the left, there are fields for 'Email' (containing 'z...@gmail.com'), 'Phone Number' (with a 'Home' label), and 'Time Zone' (set to '(UTC-05:00) Eastern Time (US & ...)'). Below these is a green circle containing a checked checkbox for 'E-statements'. A large text box contains a detailed disclosure about e-statements. At the bottom are 'Cancel' and 'Continue' buttons. On the right, a vertical progress bar shows steps: 'Verify you have an account...', 'Register', 'Authenticate', 'Confirm Contact Information' (highlighted), and 'Done!'. Below the progress bar is a 'Need help?' section with links for 'Contact Us' and 'Locations'. A small chat bubble in the bottom right corner says 'Let'.

Email
z...@gmail.com

Phone Number
Home

Time Zone
(UTC-05:00) Eastern Time (US & ...)

☒ E-statements

By accepting these terms, you agree to receive your periodic account statements online through our e-Statement service from this point forward. Your online statements may include the periodic account and transaction activity for your deposit and loan accounts; notices for insufficient funds, certificate maturity, and other similar account notices; year-end tax statements for dividends earned and mortgage interest paid; and any disclosures. We will send you an email whenever your statement, account notices, or tax form is available for review, as well as a link to our website to access and view these documents. To view e-Statements, you will need to use a browser that is capable of displaying a PDF document. Most modern browsers have this functionality built in. If yours does not, you will need a plug-in such as Acrobat Reader to help your browser display PDFs. Please consult your browser's documentation for help with add-ins or extensions. You will be able to access your statements and other documents online for a period of 12 months. You also have the option to download or print the documents for your future reference. You have the right to request and receive your statements and other documents in paper form, and you may withdraw your consent to receive online statements at any time. To do this, first sign on to online banking then select e-Statements, then select "Settings," and then "Discontinue/Resume Accounts". Select the account(s) you wish to discontinue, and click "Submit." There are no fees or account restrictions for choosing to withdraw your consent for online statements.

Cancel Continue

Verify you have an account and that you are the owner of the account.

Register
Choose a username and generate a temporary password.

Authenticate
Provide your security information

Confirm Contact Information
Confirm your email and phone number.

Done!
Start banking, saving, budgeting and sharing.

Need help?

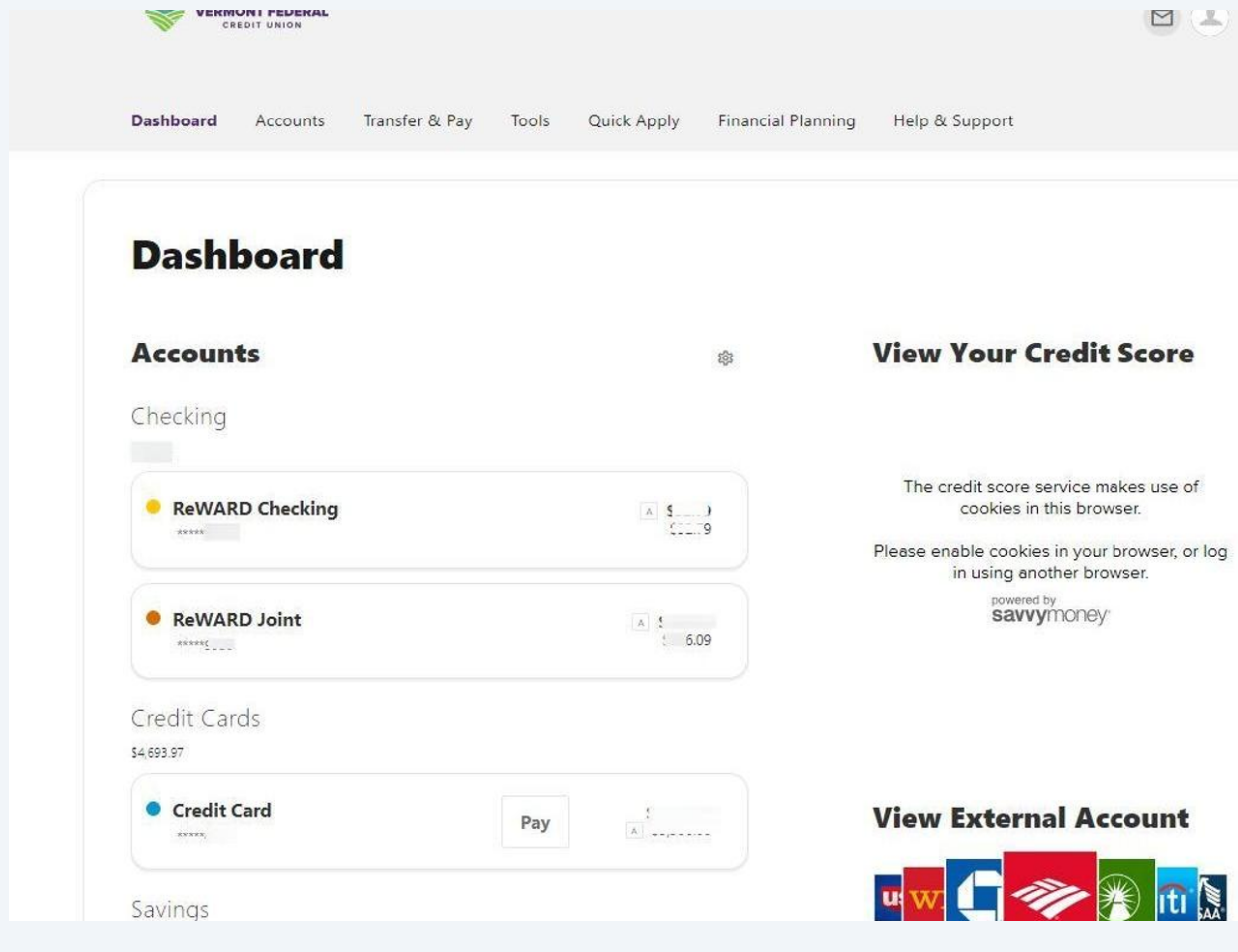
Contact Us

Locations

Let

9 Access Your Dashboard

Now that you have successfully logged in you should be able to see your dashboard page. From here you can view your accounts , transfer and pay bills.



10 Congratulations! You have successfully set up your account on Vermont Federal Credit Union's new online banking platform. If you encounter any issues or have questions, please contact the call center for assistance at (888)252-0202.

NOTE: Always ensure your online banking details are secure and avoid sharing your password with anyone.