



## WELCOME TO ONLINE BANKING

1. **1<sup>st</sup> time users must contact the Credit Union.** After you have contacted LFCU from our homepage of | [www.LouisvilleFCU.com](http://www.LouisvilleFCU.com) | click the red box for *Internet Banking* on the right hand side of the screen.
2. It will then take you to your *Online Banking Destination Login Page*.
3. DO NOT ENTER ANYTHING IN, locate and Click the **Forgot Password**
4. It will then ask you for your **Member ID number**. This is your Account number then hit **Continue**.
5. Next is the *E-mail Temporary Password* page. It will ask if you want your password sent to your *work, personal, home*, e-mail account that you gave to the Credit Union. **Click Continue**.
6. Next it states the temporary password will be sent to the e-mail you provided us. **Select Complete**.
7. Log-on to your e-mail right away and write down, or copy your temporary password.
8. Go back to the LFCU login screen and enter your User ID (account number) and then your temporary password.
9. You will then be directed to the *Password Maintenance* page. Where you must enter your temporary password and create a new permanent password. Make sure it is something you can easily remember. The Credit Union will not have this information stored. **Select Continue**.
10. It will then prompt you about our new *Enrollment Security Enhancement Program*. **Select Yes. Enhance My Security**
11. You must then select a picture **AND** select and answer a Challenge Question. Make sure you write this picture and question down, or choose ones you will easily remember. At the bottom of the page **select Confirm**.
12. You should then be redirected back to the login page. You must log in again with your Member ID number, and new password.
13. Select your picture and answer your challenge question. **Select Continue**.
14. You are all set-up! Enjoy online banking. You can sign up for bill pay, and sign up for E-statements! To access Bill Pay look under **Services** and click on **Bill Payer**. Call the Credit Union (502) 458-2681 if you have any problems.