5 STEPS TO REGISTER & SET-UP ACCOUNT VERIFICATION

STEP 1
For your Initial sign-on:
» Add “0000” before the last four of your SSN or TIN in your password when logging in to Online Banking or the Mobile App for the first time.

Example:
My member number is 1234567.
My SSN is 123-45-6789.
When I log into Online Banking or the Pen Air Mobile App as a first time user, this is how I will sign in:
Username: 1234567
Password: 00006789

» I will then be prompted to create a new username and password.

STEP 2
Review and agree to Terms and Conditions when prompted.

STEP 3
Create a new username and password (you will no longer use your member number to log in)

Username requirements:
» Must be at least six characters long
» Must contain one letter
» Can contain letters, numbers, and the following special characters: @ $ * _ - = ! . ~

Password requirements:
» Must be a minimum of 8 characters
» Must contain characters from at least two of the following three categories: Letters, Numbers, Special Characters

STEP 4
Enter your contact information, which can be your phone number or email, so your access can be verified through a one-time verification passcode. The passcode can be sent via text message, phone call, or email.

STEP 5
After entering your one-time verification passcode, you will have the option to register your computer or device, allowing you to skip the one-time verification on that device.

Please note: You will be required to repeat the verification process for each device used to access your Online Banking and Bill Pay account.

STEP 6
Enroll in Online Statements (optional):
» After you log in to your online banking account navigate to the My Accounts Tab.
» Click on Online Statements.
» A pop up window will appear for you to enter your email address.
» Click on Register button.

Pen Air
FEDERAL CREDIT UNION

ONLINE BANKING SUPPORT: 850.505.3200