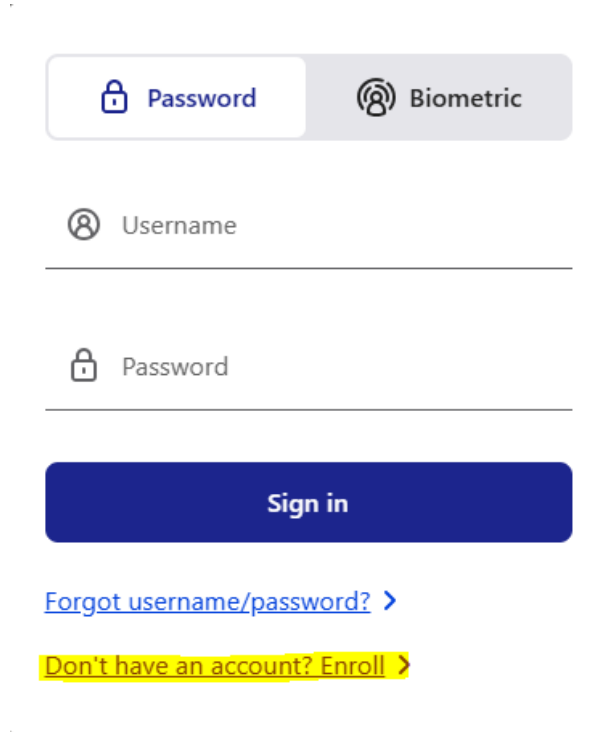


# Digital Conversion Re-enrollment Steps: Business Accounts

Every business account will need to enroll in new online banking and download the NEW APP. While we cannot manually re-enroll members ourselves, we can help guide them through the process using these steps.

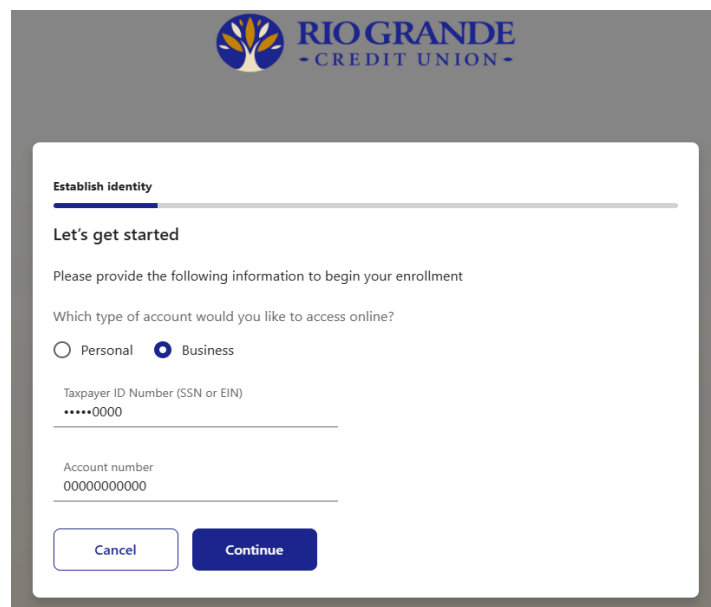
Members can enroll from [www.RGCU.org](http://www.RGCU.org) or by downloading the App via Apple App Store and Google Play.

**Step 1:** Click on the option “Don’t have an account? Enroll.”



The screenshot shows a login interface with two tabs at the top: "Password" (selected) and "Biometric". Below the tabs are input fields for "Username" and "Password". A blue "Sign in" button is positioned below the password field. At the bottom, there are two links: "Forgot username/password? >" and "Don't have an account? Enroll >". The "Don't have an account? Enroll >" link is highlighted with a yellow background.

**Step 2:** Select Business - Input the Taxpayers ID Number, and Member Account Number.



The screenshot shows the "Establish identity" screen with the Rio Grande Credit Union logo at the top. The heading "Let's get started" is followed by the instruction "Please provide the following information to begin your enrollment". The question "Which type of account would you like to access online?" has two radio button options: "Personal" and "Business" (which is selected). Below this are two input fields: "Taxpayer ID Number (SSN or EIN)" with the value "\*\*\*\*0000" and "Account number" with the value "0000000000". At the bottom, there are "Cancel" and "Continue" buttons.

**Step 3:** Verify information and click {continue}.

**RIO GRANDE**  
- CREDIT UNION -

**Contact information**

**Please confirm your contact information**

We need to verify your contact information to continue enrollment. If the information below is incorrect, please contact us at 505-262-1401 or visit a branch. You won't receive the enrollment email link if it's wrong.

Email address  
howie@riograndecu.org

Mobile phone  
(505) 262-1401

Cancel Continue

**Step 4:** Setup password and username – this can be a member’s old username and password, if it is available at this time. Click {continue}.

**Login information**

**Let's set up your login information to access your accounts online**

**Create your username**

Username  
|

Username must be at least 5 characters long  
Username can be up to 20 characters long

Your username must not:

- Contain your member number
- Contain your social security number
- Contain your birth date
- Contain another user's current or previous username

**Create your password**

Password

At least one alphabetic letter  
Password must be at least 8 characters long  
Password can be up to 20 characters long

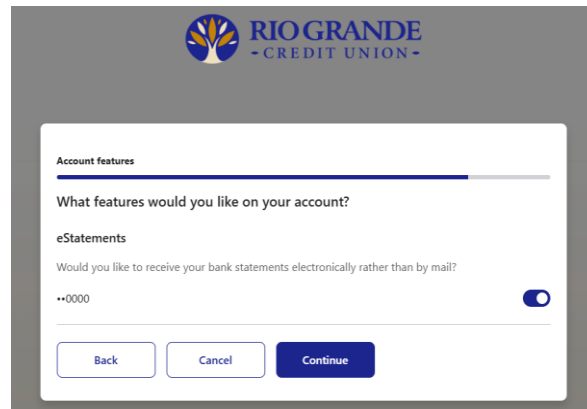
Your password must not contain the following:

- Your birth date
- Your member number
- Your social security number
- Username

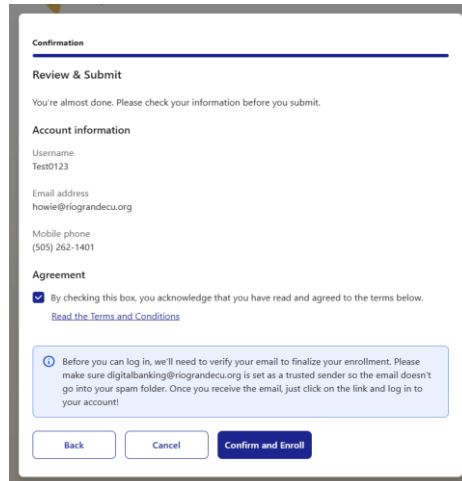
Your password must contain the following:

- At least one lowercase letter (a through z)
- At least one uppercase letter (A through Z)
- At least one number
- At least one special character

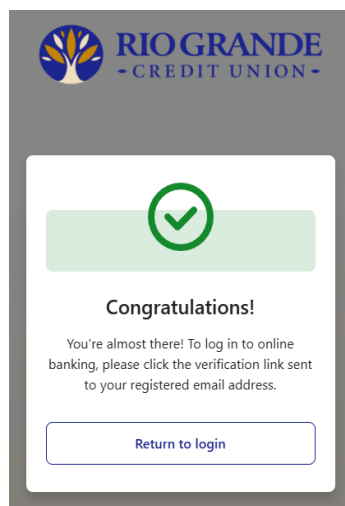
**Step 5:** Enable eStatements by toggling feature on or off.




**Step 6:** Members will confirm their information one more time and review Terms and Conditions. Once done, they will need to click on the agreement box and click confirm and enroll.




**Step 7:** Registration is now complete. Next, they will receive a verification email, which they will need to open and click the verification link.



Please Verify your Email Address with Rio Grande Credit Union to complete your enrollment

 digitalbanking@riograndecu.org  
To

 If there are problems with how this message is displayed, click here to view it in a web browser.

Greetings from Rio Grande Credit Union!

To complete your online banking enrollment, please click this link to verify your email address and log in to our system:

To protect your privacy, email messages from Rio Grande Credit Union will never ask you for any information that could uniquely identify you.

Sincerely,  
Rio Grande Credit Union

Please do not respond to this message. Replies are routed to an unmonitored email account.

Enrollment link will be here

**Step 7:** Members will need to return to login and enter their new username and password.



**All done!**

You have successfully verified your email address.

[Return to login](#)