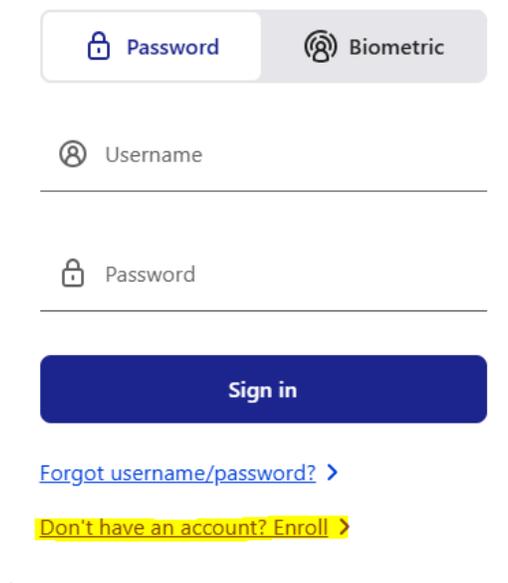


Digital Conversion Re-enrollment Steps

Every member 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.

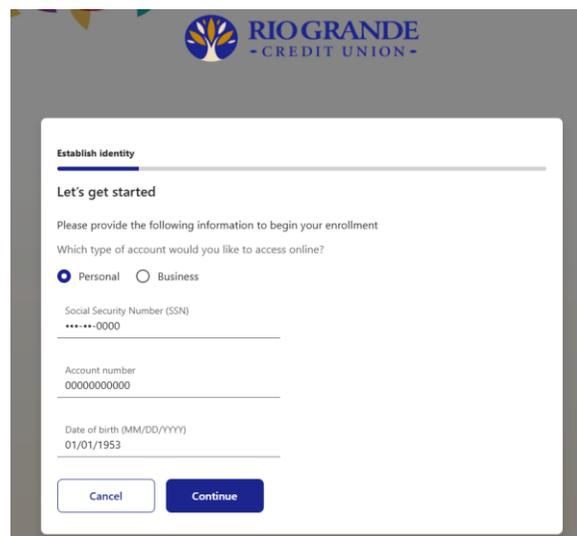
Members can enroll from www.RGCU.org or by downloading the App via Apple App Store and Google Play.

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



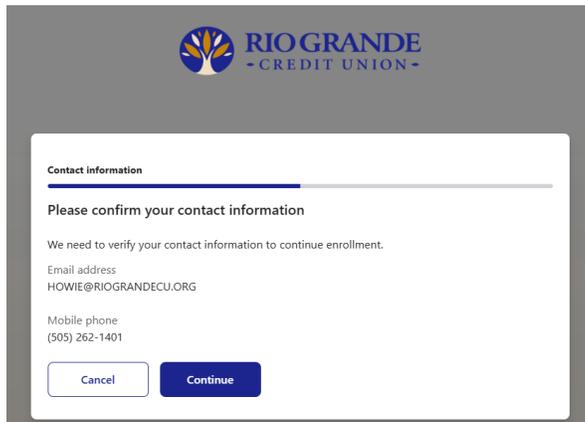
The screenshot shows a login interface with two tabs: "Password" (selected) and "Biometric". Below the tabs are input fields for "Username" and "Password". A blue "Sign in" button is positioned below the password field. At the bottom, there are two links: "Forgot username/password? >" and "Don't have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

Step 2: Input SSN, Member Account Number, and Date of Birth.



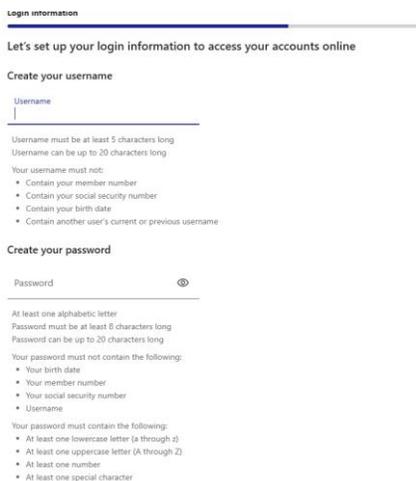
The screenshot shows the "Establish identity" form from Rio Grande Credit Union. The form is titled "Let's get started" and asks the user to provide information to begin enrollment. It includes a question about the type of account (Personal or Business), a Social Security Number (SSN) field with a masked input (****-0000), an Account number field with a masked input (0000000000), and a Date of birth (MM/DD/YYYY) field with the input 01/01/1953. At the bottom, there are "Cancel" and "Continue" buttons.

Step 3: Verify information and click {continue}.



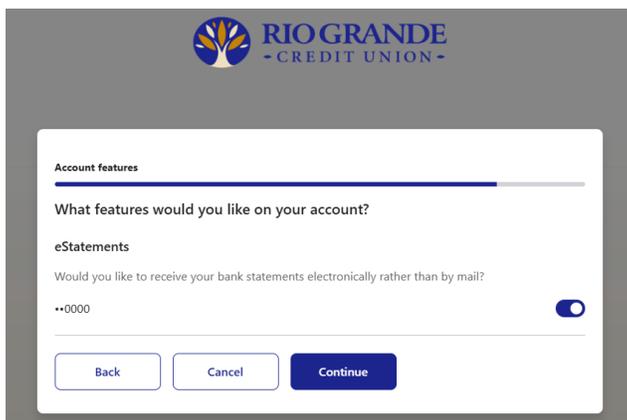
The screenshot shows the Rio Grande Credit Union logo at the top. Below it, the heading "Contact information" is followed by a progress bar. The main text reads "Please confirm your contact information" and "We need to verify your contact information to continue enrollment." The form displays the email address "HOWIE@RIOGRANDECU.ORG" and the mobile phone number "(505) 262-1401". At the bottom, there are two buttons: "Cancel" and "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}.



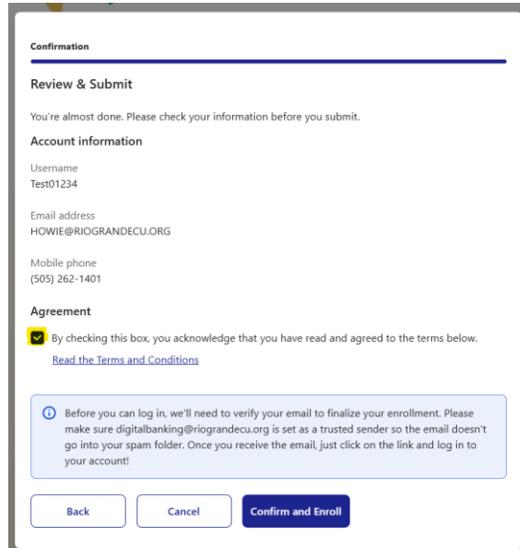
The screenshot shows the "Login information" section with a progress bar. The heading is "Let's set up your login information to access your accounts online". Under "Create your username", there is a text input field for the username. Below it, instructions state: "Username must be at least 5 characters long" and "Username can be up to 20 characters long". A list of restrictions includes: "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". Under "Create your password", there is a password input field with an eye icon. Instructions state: "At least one alphabetic letter", "Password must be at least 8 characters long", and "Password can be up to 20 characters long". A list of restrictions includes: "Your password must not contain the following: • Your birth date • Your member number • Your social security number • Username". A second list of requirements includes: "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.



The screenshot shows the Rio Grande Credit Union logo at the top. Below it, the heading "Account features" is followed by a progress bar. The main text asks "What features would you like on your account?". Under the "eStatements" section, it asks "Would you like to receive your bank statements electronically rather than by mail?". There is a toggle switch that is currently turned on. At the bottom, there are three buttons: "Back", "Cancel", and "Continue".

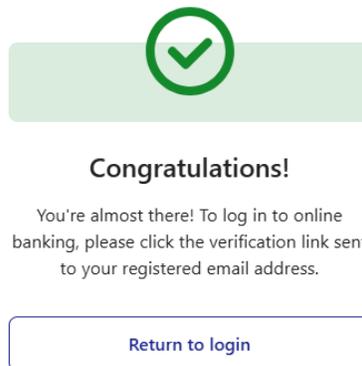
Step 6: Members will confirm their information one more time and review Terms and Conditions. Once done, they will need to click on the agreement box and click confirm and enroll.



The image shows a confirmation page titled "Confirmation" with a "Review & Submit" section. It contains the following information:

- Account information:** Username: Test01234, Email address: HOWIE@RIOGRANDECU.ORG, Mobile phone: (505) 262-1401.
- Agreement:** A checked checkbox with the text: "By checking this box, you acknowledge that you have read and agreed to the terms below." Below this is a link: "Read the Terms and Conditions".
- Informational box:** A blue box with a question mark icon containing the text: "Before you can log in, we'll need to verify your email to finalize your enrollment. Please make sure digitalbanking@riograndecu.org is set as a trusted sender so the email doesn't go into your spam folder. Once you receive the email, just click on the link and log in to your account!"
- Buttons:** "Back", "Cancel", and "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:

 Link for enrollment will present

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.

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](#)