GALE CREDIT UNION

Home Banking New User Instructions

Welcome to the Gale Credit Union Home (Online) Banking service where you can obtain information about your accounts and perform various transactions. The following instructions will assist you in getting started.

New User Registration (Mobile Smart Phone):

1. On your phone or tablet, go to your Play Store
2. Search for "Gale Credit Union"
3. Select the icon that looks like →
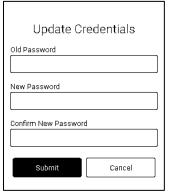4. Download and Install the App
5. Skip to Step 3 below.

New User Registration (Personal or Laptop Computer):

1. Go to www.galecu.net on the internet
2. On the right side of the screen, under the Online Banking tab and login button, Click on the "Click HERE to enroll" link
   a. *Note: Once you are enrolled, you will start your Online Banking Login from our home page by entering your Login ID and clicking the Login Button.*
3. Complete the following information specific to you:
   a. Member Number (Account Number)
   b. Your active email address, then confirm it
   c. Re-enter your active email address to confirm
   d. Social Security Number (without dashes)
   e. Enter your date of birth including the /'s (MM/DD/YYYY)
   f. Check the Disclosure acknowledgement box
   g. Select "Sign Up"
4. Next, open your email using the email account you entered above.
5. After a few moments of verification on our end, you will receive a temporary password to use to log back into the Home Banking service
   a. The email will come from Gale Credit Union Home Banking
   b. Check your spam filter folder if you do not see the email in a few minutes
6. Go back to www.galecu.net

Sign Up for Home Banking

You must currently be a member of this credit union to sign up for Home Banking, please enter your information below.

Member Number

E-mail

Confirm Email

Social Security Number

Date of Birth

📅 12/04/2020

☐ I acknowledge and agree I have read the terms of the HB Disclosure

Sign Up   Cancel

7. Enter your Login ID, which is your Member Number
   a. Select Login
8. When prompted, enter your temporary password as shown in your email.
   a. Click continue
   b. You will be prompted to change your password, confirm the change
   c. Click Submit to save your new password
      i. Passwords must be at least 7 characters long and must contain letters and numbers

Update Credentials

Old Password

[   ]

New Password

[   ]

Confirm New Password

[   ]

[Submit] [Cancel]

9. Enrollment using Multi-factor Authentication – to maintain a secure site for your information, we utilize a robust multi-factor authentication system that requires you to answer random bits of login information to ensure it is you who is logging into the system.
   a. Set up your three (3) authentication questions and answers
   b. Select a single word that you will remember as your confidence word
   c. Keep track of these items as you will need them for future login attempts

Security Questions

What is the name of your first pet?   >

[   ]

Where did you meet your spouse for the first time?   >

[   ]

In what year (YYYY) did you graduate from high school?   >

[   ]

Confidence Word

[   ]

[Submit] [Cancel]

10. You are now enrolled in Online Home Banking!
    a. Now check out our Bill Pay Service in the top middle!

<u>Gale Credit Union</u> Home Banking

Login ID: _____ (Your Member #, unless you choose to change it)

Question 1: _____ Answer: _____

Question 2: _____ Answer: _____

Question 3: _____ Answer: _____

Confidence Word: _____

Password(s): _____ _____ _____

_____ _____ _____

Email: _____

Note: Safeguarding your login credentials is critical in protecting your accounts. If you choose to write your credentials on this form, keep it in a safe and secure location in your home. We discourage carrying this information with you away from your home computer. It is your responsibility to safe keep this information.

E-Statement Enrollment

1. After logging into Home Banking, select the Statements option at the top
2. Select Start e-Statements button
3. You will then be asked to click the link to get a security code to enroll.
   a. The code will open in a separate window.
4. Once you enter the code and save, you will be all set up.
5. You will receive an email each month when your statements are ready
   a. Note: e-Statements will not appear for prior months before enrollment
6. We save 24 months of Statements online for your viewing

Other Home Banking Features (tabs)

Portal Pay Tab – Allows you to make a loan payment at Gale Credit Union from an external account.

Accounts Tab – This tab shows you your accounts and allows you to click on the account links for more information including transactions, history, and account details.

Transfers Tab – Transfer funds from one account to another using the transfer function. You can even add a description for your records.

Bill Pay Tab – Set up your Payees and pay your bills online. Stop licking and stamping envelopes or logging into multiple websites to pay your bills.

Statements Tab – Once you enroll in e-statements from this tab, you will then see your statements online by clicking each month link. E-Statements will start with the next statement delivery.

Applications Tab – Inquiry about a loan with Gale Credit Union by beginning the loan application/inquiry process here. A Loan Officer will then contact you for more details.

More Tab – Access our website or various information located on our website or link right to Facebook or ezCard VISA Credit Card Access

Alerts Tab – (The Bell) Home Banking allows you to set up alerts, for example, that will send you an email when your account balance falls below a certain limit. You can even set it up to send you an alert when your payroll check is deposited.

Secure Messages - Send or receive messages to our Staff in a secure format. Simply click and submit your question and a staff member will get back to you shortly.

Profile and Settings – (The person icon) allows you to adjust some settings to fit your needs.

Logout– (The person icon) Many recommend that you select the Logout link to log you out of the system rather than just closing the window to ensure you fully close the session.