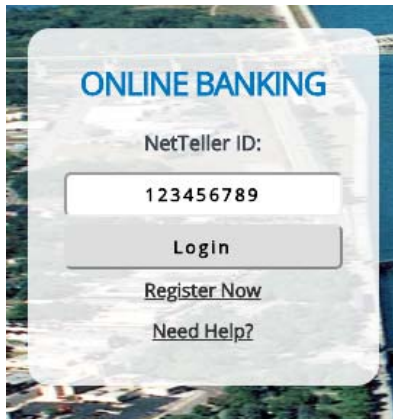
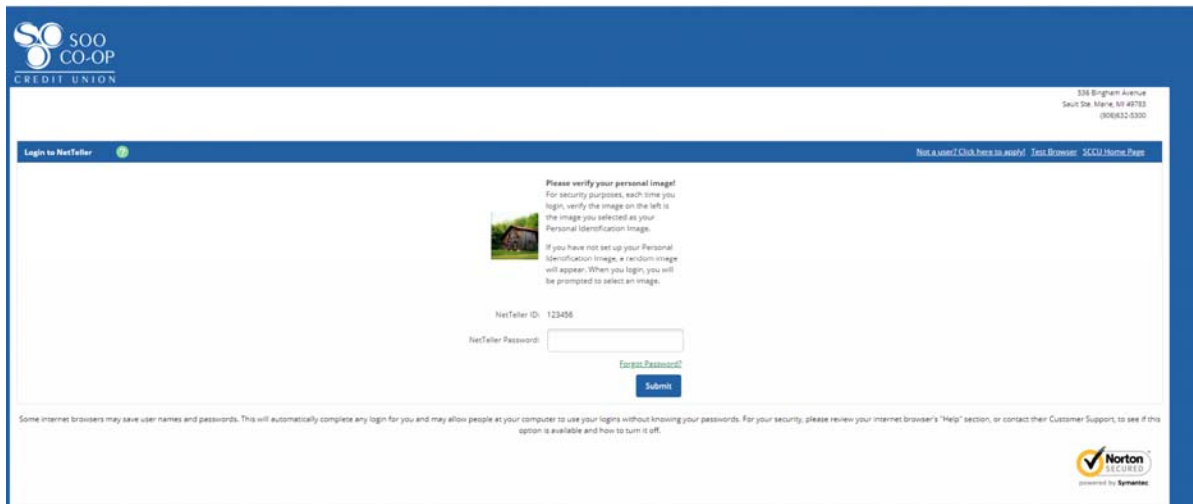


On **June 4, 2018** Soo Co-op Credit Union will be updating our Online Banking service to help you be able to do more than ever before with your account! This short guide will walk you through what to expect when you first log into this new system.

You will notice that the log in screen on our website looks a little different. For this first time log in you will be using your account number as your ID (for added security we will be requiring everyone to create a new ID).



After typing in your account number and clicking Login you will be taken to a password screen, enter your current Online Banking password.



Once you type in your password you will be taken to our new Online Agreement. You may either read this here or print it. Either way you must check “I Agree” before you will be able to choose “Accept.”

You will now get to pick your new Username! We are no longer using your account number as your login ID. When you click in the ID section you will be given a list of rules for the Username. Please note

you cannot have the same username as anyone else in the system! Also you CAN change this once you are logged in!

Change your NetTeller ID (required):

Your current NetTeller ID: [REDACTED]

Enter your new NetTeller ID

**NetTeller ID Rules**  
Must enter a unique NetTeller ID  
Must be between 8 and 20 characters  
Must start with a letter  
May contain numbers  
Must not contain special characters

**Continue**

If your password is expired or requires a change you will be brought to the password change screen as shown below.

Change your NetTeller Password (required):

Enter your current Password \*

Enter your new Password \*

Reenter your new Password \*

**Password Rules**  
Must be between 8 and 20 characters in length  
Must not repeat the same character more than 4 times  
May contain: !"#%&(\*)+,-/=?:[\]^\_`{|}~  
Must contain at least 2 characters different from the previous Password  
Must contain at least 1 alpha character  
Cannot use previous 4 Passwords  
Must contain 1 non-alpha character  
Must contain at least 1 numeric character  
Must contain at least 1 special character  
Must contain both upper and lower case letters  
Cannot match or include your NetTeller ID


**Continue**

If your password is up to date or after you are done updating it you will be asked to choose a security picture. These are randomly chosen pictures and your chosen one will follow you from page to page to confirm that you are on our website and not a spoofed one. This too can be changed later.

you will be prompted to select an image.

### Personal Icon

Current Image

 No Image  
Selected

Click to Select or Change your Image



<<< Prev

Next >>>

Cancel

Submit

Next you will see an explanation of the new level of security we have put in place. You will need to choose and answer three random questions.

Once you have selected and answered your three questions, the next (and final) screen will be confirming the e-mail address that we have on file and the Password reset question and answer that you will set. An example is provided below

Enter/Update Email Address, Password Reset Question & Answer

Email address on file:

**\* The question and answer field below are used to prompt you when you need to reset your password.**

Password Reset Question:

Password Reset Answer:

Submit

Upon hitting submit, you will be logged into the new Online Banking system. From now on your NetTeller ID will be the username that you created instead of the account number. We also have some walk through PDFs that can be found on <https://www.soocoop.com/online-banking>

Thank you for your time and we hope you enjoy this upgraded home banking service!