



Neal & Massy Credit Union  
Co-operative Society Limited

## HOW TO SET UP YOUR ONLINE ACCOUNT

### **Step 1:**

To set up your credentials for Neal & Massy Credit Union, you will visit <https://www.shareteccu.com/nmcu>. In the Login ID field, enter the log in ID that was set up for you at the Credit Union.



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### Welcome / Sign In


Welcome to the new Neal & Massy Credit Union's online banking site. Please enter your credentials below. If you do not have credentials yet, please contact the credit union to be set up.

Returning Members	New to Online Banking?
<p>If you are already enrolled in online banking, please enter your log in ID below.</p> <p>Login ID: <input data-bbox="435 1354 701 1392" type="text" value="12345"/></p> <p><input data-bbox="516 1411 618 1449" type="button" value="Login"/></p>	<p>If you are an existing Credit Union member, please contact the Credit Union to be set up with your credentials.</p>



## Step 2:

You will now be prompted to set the answer to three security questions and also a confidence word. This word can be anything that is known to you as a verification that will be shown to you when you log into the online banking site so you know you are truly connecting to your accounts.

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### Enrollment

**You must now select your authentication questions and a confidence word. Each of the three drop-down menus contains eight questions and you must select and answer one from each menu. Then you must select a confidence word. These extra validations will ensure you've connected to the authorized home banking site."**

AUTHENTICATION QUESTION 1: What is the name of your first pet?

ANSWER:

AUTHENTICATION QUESTION 2: Where did you meet your spouse for the first time?

ANSWER:

AUTHENTICATION QUESTION 3: In what year (YYYY) did you graduate from high school?

ANSWER:

CONFIDENCE WORD:

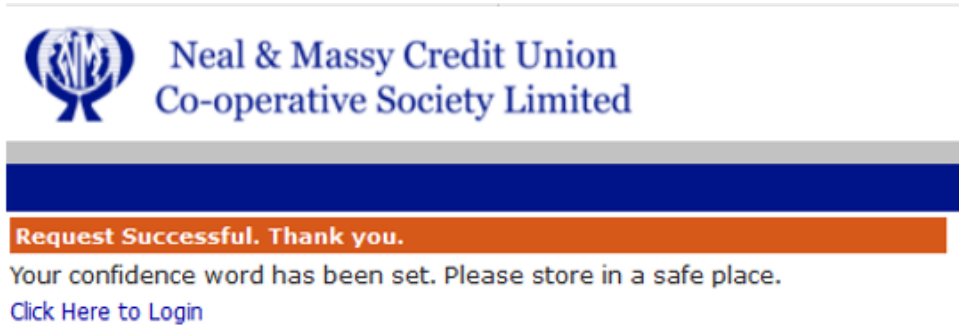
Remember me on this computer.

What is your Confidence Word?

Your Confidence Word is

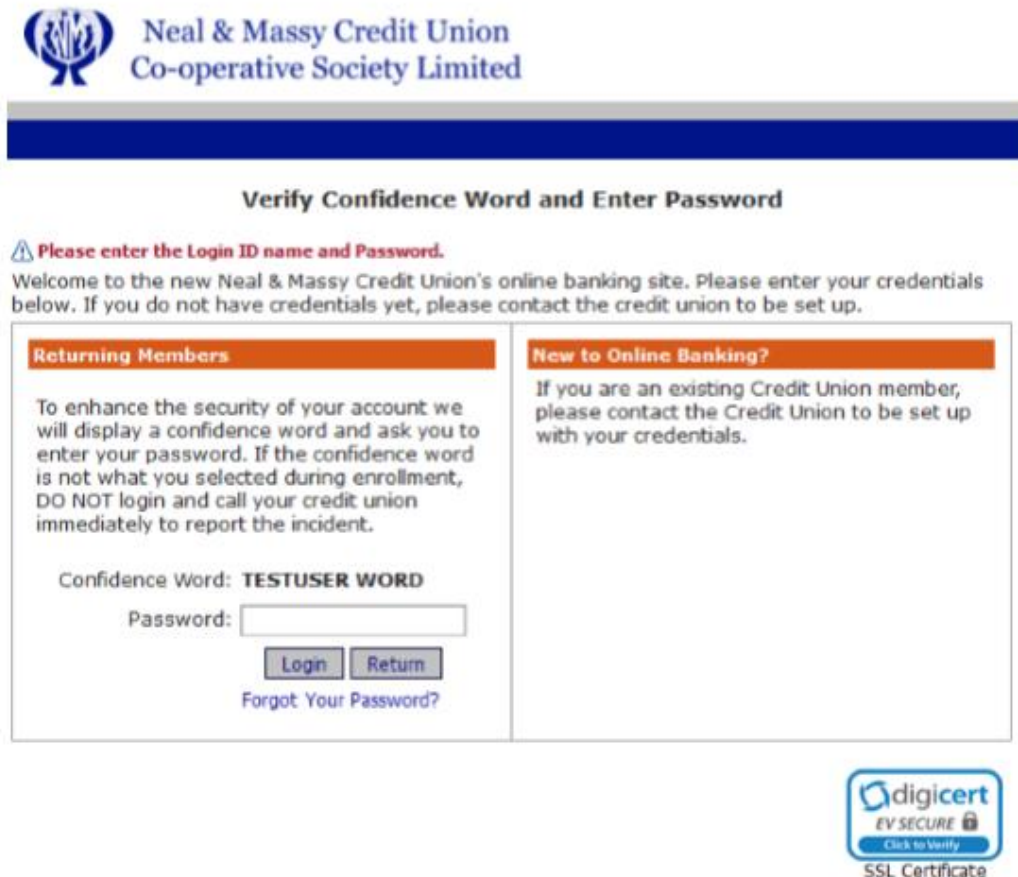
**Step 3:**

Once you have successfully set these items, you will get confirmation and you will click '[Click Here to Login](#)'.



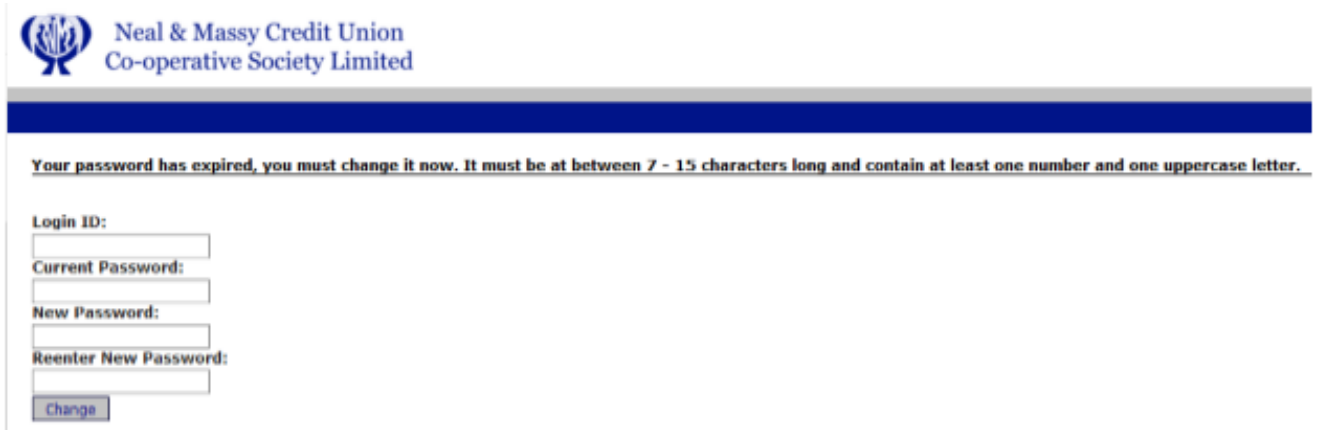
**Step 4:**

Enter the temporary password you were given at the credit union



## **Step 5:**

You will now be prompted to set your password. Enter your Login ID, current/temporary password, and then your new password two times. **This must be 7-15 characters long and contain at least one number and one uppercase letter**



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Your password has expired, you must change it now. It must be at between 7 - 15 characters long and contain at least one number and one uppercase letter.

Login ID:

Current Password:

New Password:

Reenter New Password:

## **Step 6:**

You will now set the answers to your forgotten password questions.

You will now set the answers to your forgotten password questions.

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**Setup Forgot Password Questions**

There is no record of forgot password questions.

**Answer one or more of the following questions**

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What is your mother's maiden name?

What is your birth date (mm/dd/yy)?

What high school did you graduate from?


What is your favorite sports team?

**Step 7:**

Now that you have set all of your credentials up, you can log in at this time. If you are on a secure computer, such as a home or work computer, you can click the 'Remember me on this computer' box so that you do not have to enter an answer to a security question each time you log in.

Welcome to the new Neal & Massy Credit Union's online banking site. Please enter your credentials below. If you do not have credentials yet, please contact the credit union to be set up.

<p><b>Returning Members</b></p> <p>You are seeing this page because you have not previously used this computer to log into home banking. If this is a new computer, a new browser, or a different computer than the one you enrolled on and you feel it is a safe computer, select 'Remember me on this computer'.</p> <p>Where did you meet your spouse for the first time?</p> <p>Answer <input type="text"/></p> <p>Email Address: <input type="text"/></p> <p><input type="checkbox"/> Remember me on this computer.</p> <p><input type="button" value="Login"/> <input type="button" value="Return"/></p>	<p><b>New to Online Banking?</b></p> <p>If you are an existing Credit Union member, please contact the Credit Union to be set up with your credentials.</p>
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If you require any additional assistance, please contact us at: [onlinebanking@nmncu.coop](mailto:onlinebanking@nmncu.coop)