



Digital Banking Login Guide

Here is a quick guide to walk you through what logging in to digital banking will look like **if you log in from our website.**

1. Once the new platform is live on February 27, you will start your login process like normal. The login area will look the same on our homepage:

A screenshot of the TrueCore website's login area. It features a white background with a brown navigation bar at the bottom. The main content area has the text "Online Banking" in bold. To its right is a text input field labeled "Username" and a brown button labeled "LOGIN". Below the input field are two links: "Enroll" and "Forgot Password". The brown navigation bar contains the word "About" on the left and a magnifying glass search icon on the right.

2. Once you enter your existing username, you will be automatically redirected to the new site. You will see this screen:

A screenshot of the TrueCore login screen. The background is a light blue gradient. In the center is a white login card. At the top of the card is the TrueCore logo. Below the logo is a text input field labeled "username" containing the text "michaelmember" and a "Switch" button. Below that is a larger text input field labeled "Enter your password". To the right of the password field is a "Forgot?" link. At the bottom of the card are two options: "Sign in with a passkey" with a small icon and a "Sign in" button.

3. Next, enter your existing password:



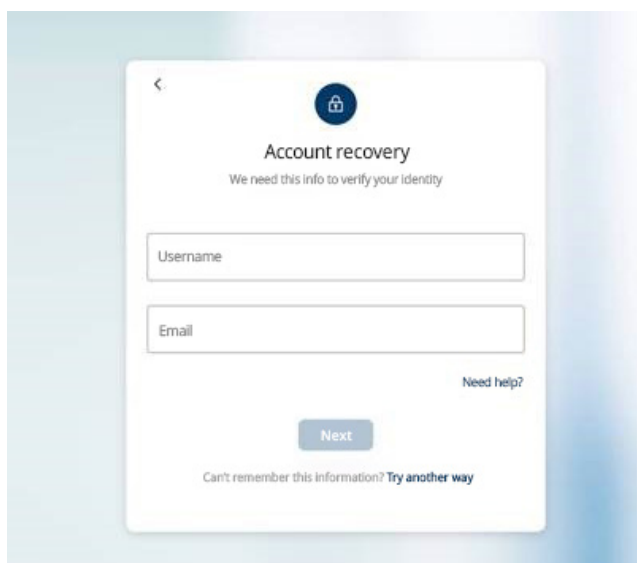
The image shows the TrueCore login interface. At the top is the TrueCore logo with the text 'FEDERAL CREDIT UNION' below it. There are two input fields: 'username' containing 'michaelmember' and 'Enter your password' containing 'MyExistingPassword!'. A 'Switch' link is to the right of the username field, and a 'Forgot?' link is below the password field. At the bottom, there is a 'Sign in with a passkey' option and a blue 'Sign in' button.

4. If you have forgotten your existing login credentials, no worries! You can select the **Forgot?** link and follow the prompts.

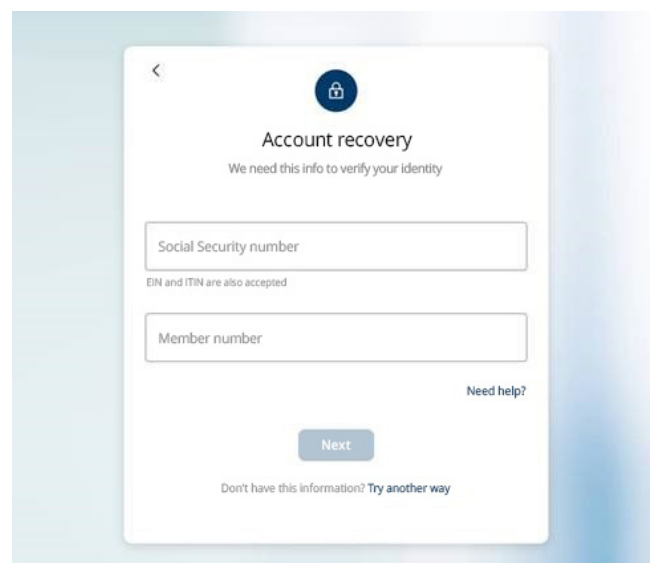


This image is similar to the previous one, but the 'Forgot?' link is circled in red. A red line connects this circle to a red-bordered box on the right containing the text 'Account Recovery'.

5. If you've forgotten your password, here are your options for resetting:

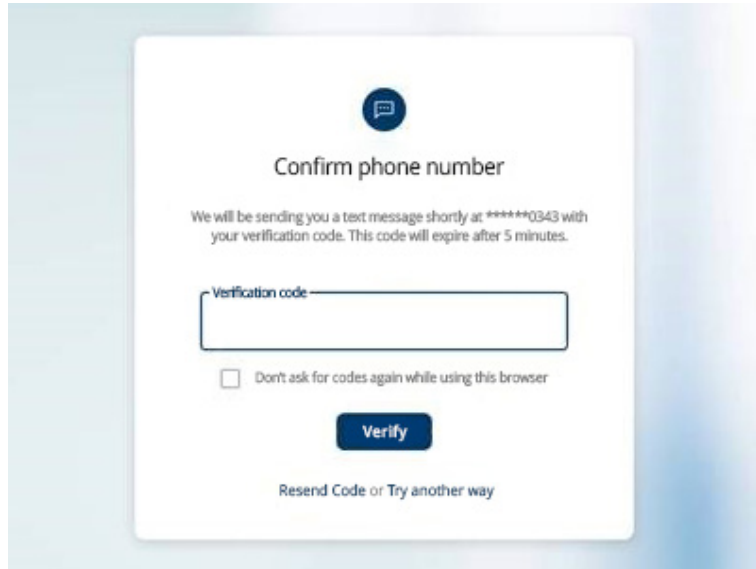


The image shows the 'Account recovery' screen. It has a back arrow and a lock icon at the top. The title is 'Account recovery' with the subtitle 'We need this info to verify your identity'. There are two input fields: 'Username' and 'Email'. A 'Need help?' link is at the bottom right. A blue 'Next' button is at the bottom center. At the very bottom, it says 'Can't remember this information? Try another way'.



The image shows the 'Account recovery' screen. It has a back arrow and a lock icon at the top. The title is 'Account recovery' with the subtitle 'We need this info to verify your identity'. There are two input fields: 'Social Security number' and 'Member number'. Below the first field, it says 'EIN and ITIN are also accepted'. A 'Need help?' link is at the bottom right. A blue 'Next' button is at the bottom center. At the very bottom, it says 'Don't have this information? Try another way'.

6. For added security, you will be required to add 2-factor authentication to your account. Please note that it will default to texting the verification code to the mobile phone number we have on file at TrueCore.

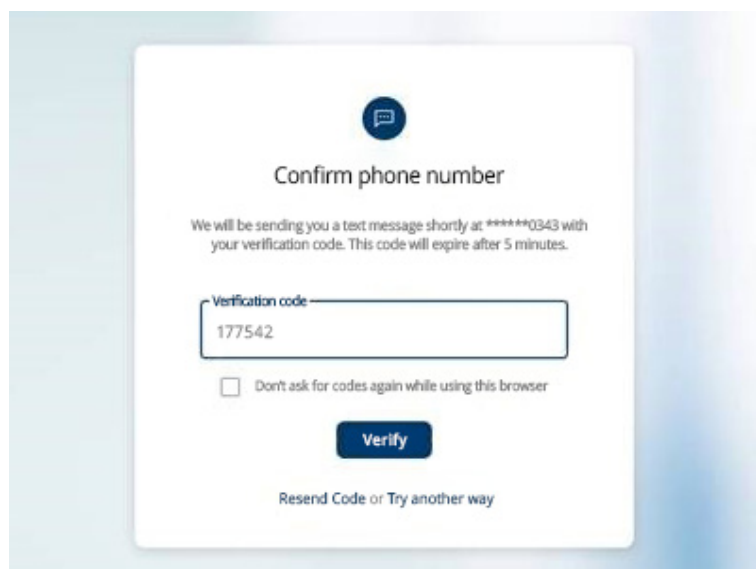


7. Your authentication text message will look similar to this:

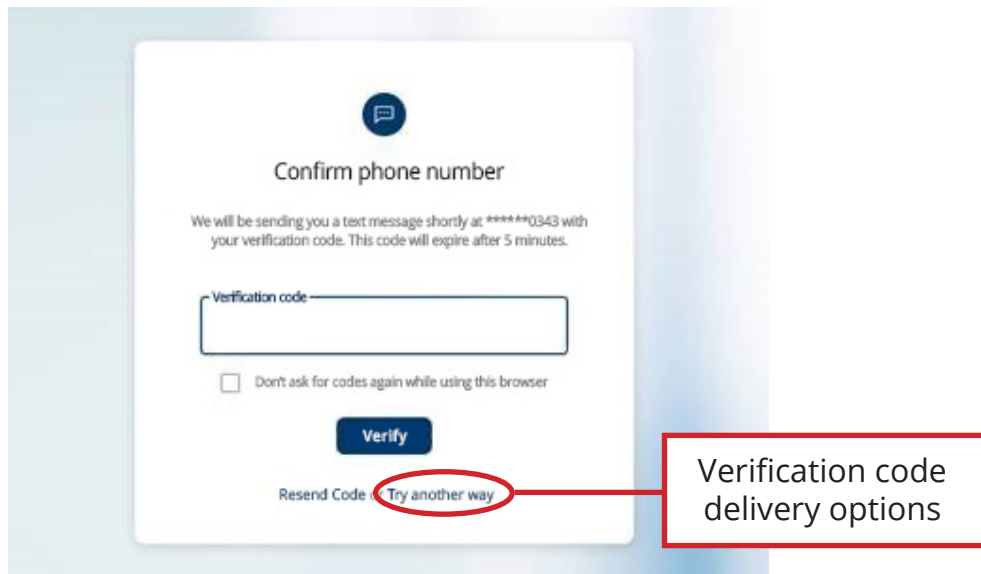
TrueCore Credit Union security code:
177542
We will never ask for this code - don't share it.

dRx3w5MtUMU
[@banking.truecore.org](https://banking.truecore.org) #[177542](https://banking.truecore.org)

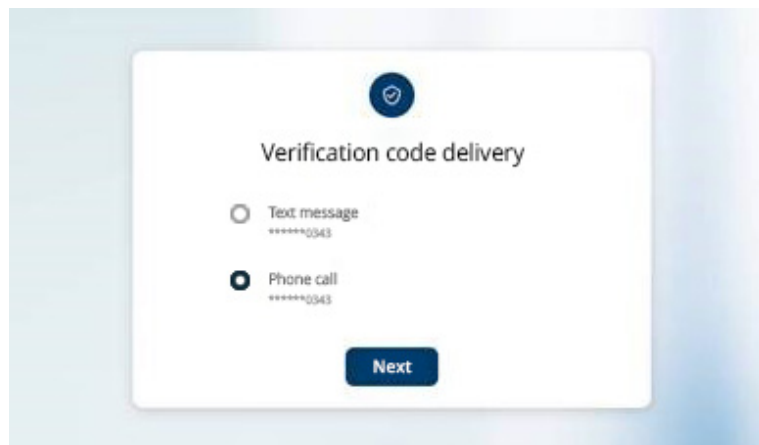
8. Promptly enter the authentication code in the area below:



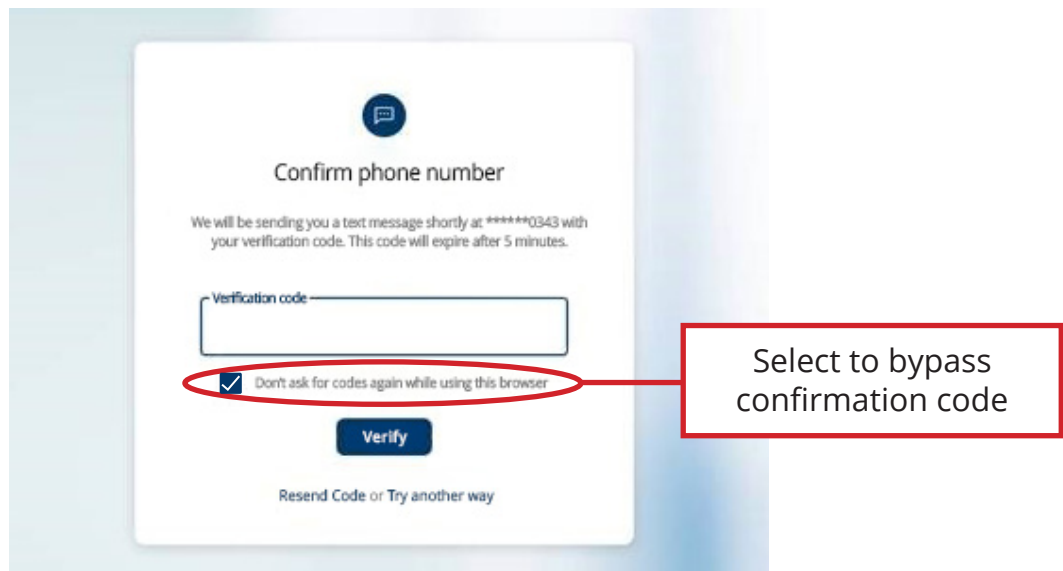
9. If you are unable to receive text (SMS) messages, select **“Try another way”**.



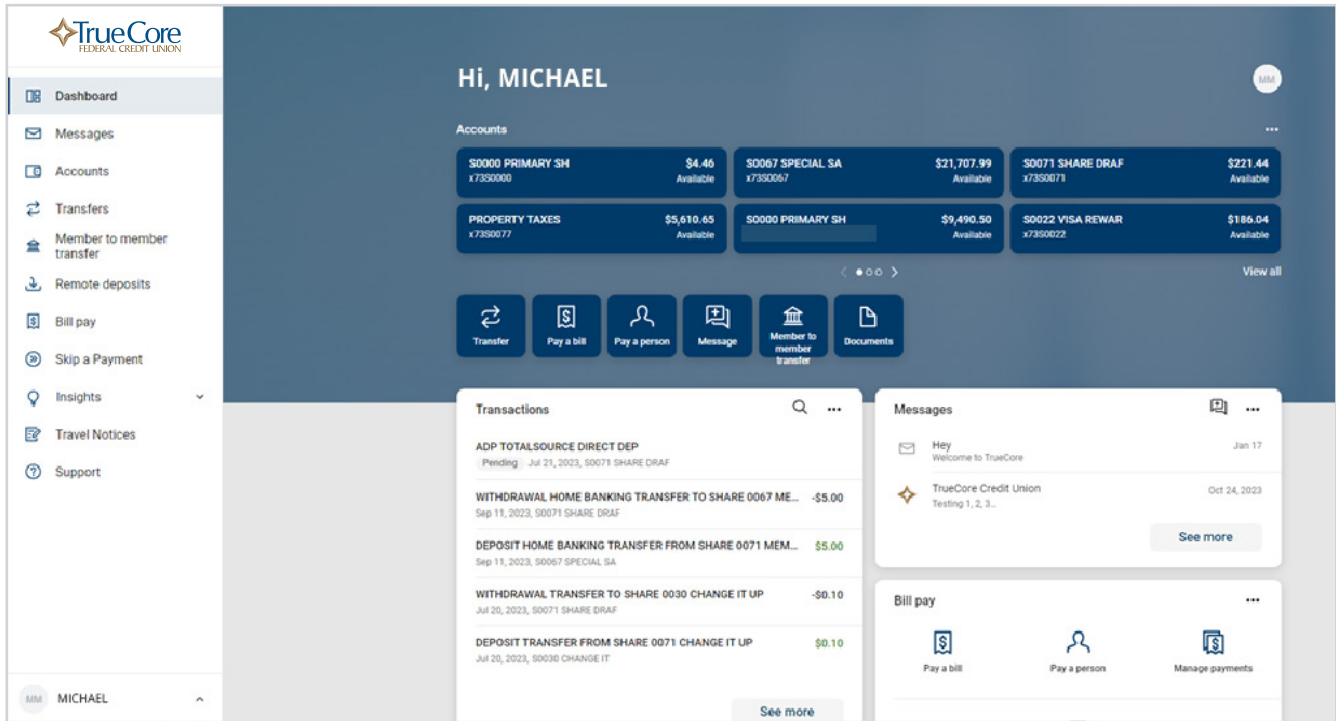
10. You can choose to receive your access code via a phone call:



11. Don't worry, you don't need to get a confirmation code every time you log in if you don't want to. Simply check the **“Don't ask for codes again while using this browser”** option.



12. Once you've provided authentication, you're all set! Now you can start exploring the options within TrueCore's new digital banking platform.



We hope you love it. Thank you for your patience during the transition, and if you have any questions, please visit www.truecore.org, email info@truecore.org, or call/text 740-345-6608.

Thank you for your membership.

