

Online Banking

First Time Registration

Welcome to our updated Home Branch

Sign In - Welcome to TRUE Community Credit Union

Username: Password: **Not Registered?**

Sign In Cancel

For security reasons, please never share your username, password, social security number, account numbers or other private data.

Sign In: Register - Forget Username? - Forget Password? - Forgot Answer? - Forgot Security? - Locked?

Sign In to Home Branching

Welcome to TRUE Community Credit Union, please sign in.

1. Enter Username
2. Enter Password
3. Answer Security Question
4. All Done

For assistance please call:

- (817) 784-7101
- (800) 554-7101 toll free
- 9:00am - 5:00pm EDT, Mon-Fri
- 9:00am - 2:00pm EDT, Sat

Help with Credentials:

- Forget Username?
- Forget Password?
- Forgot Answer?
- Forgot Security?
- Locked?

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Welcome to TRUE Community Credit Union's Online Banking.

For first time registration, click on not registered to get started.

Register - Setup your Username and Password Step 3 of 5

Account Number: Last Name:

Setup Username: alphanumeric, no spaces

Setup Password: alphanumeric, no spaces

Confirm Password: confirm your password

Email:

Confirm Email:

Next

You must complete the entire registration process.
If you do not complete the process, you will need to start over.

Register for Home Branching

Before using TRUE Community Credit Union, you must first sign up. This process will take 3 to 5 minutes and includes the following steps:

1. Enter Member Information
2. Enter Password
3. Setup Username/Password
4. Setup Security Questions
5. Setup Security Phrase/Picture
6. All Done

For assistance please call:

- (817) 784-7101
- (800) 554-7101 toll free
- 9:00am - 5:00pm EDT, Mon-Fri
- 9:00am - 2:00pm EDT, Sat

All access is secure and monitored.

Accessing from - 22.113.73.34
Timestamp - 04/13/2021 10:24:31
Session - 39627A62-40F04548

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Enter the following information:

- Account number
- Last four digits of the primary account holder's social security number
- Date of birth for the primary account holder
- Type YES to accept the agreements and sign electronically

Register - Enter your 6 Digit Passcode Step 2 of 5

Passcode: 6 digit numeric

A one digit passcode has been sent to the phone number or email you selected. Once you've received the passcode, enter it above.

NOTES:

- This passcode is valid for 10 minutes.
- Text message passcodes are only valid for mobile phones.
- Email passcodes will be sent from nancy@truecredit.com

Next

Register for Home Branching

Before using TRUE Community Credit Union, you must first sign up. This process will take 3 to 5 minutes and includes the following steps:

1. Enter Member Information
2. Enter Password
3. Setup Username/Password
4. Setup Security Questions
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All access is secure and monitored.

Accessing from - 22.113.73.34
Timestamp - 04/13/2021 10:23:37
Session - 39627A62-40F04548

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In the drop down box, choose how you would like to receive your security passcode.

You will then be sent the passcode to verify.

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First Time Registration

The screenshot shows the registration page for TRUE Community Credit Union. The header includes the logo and a 'Sign In / Register' link. The main content area is titled 'Register - Enter your 6 Digit Passcode' and 'Step 2 of 5'. It features a 'Passcode' input field with a 'Reveal/Hide' toggle. Below the input field, there are 'NOTES' explaining that the passcode is valid for 10 minutes and that text message passcodes are only for mobile phones. A 'Next' button is at the bottom. On the right side, there is a 'Register for Home Branching' section with a list of steps: 1. Enter Member Information, 2. Enter Passcode, 3. Setup Username/Password, 4. Setup Security Questions, 5. Setup Security Photo/Picture, 6. All Done. It also includes contact information for assistance and a security notice.

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Enter in the six digit passcode sent to you and click next.

Note: Passcodes are time sensitive and can time out.

The screenshot shows the registration page for TRUE Community Credit Union. The header includes the logo and a 'Sign In / Register' link. The main content area is titled 'Register - Setup your Username and Password' and 'Step 3 of 5'. It features input fields for 'Account Number', 'Last Name', 'Setup Username', 'Setup Password', 'Confirm Password', 'Email', and 'Confirm Email'. A 'Next' button is at the bottom. On the right side, there is a 'Register for Home Branching' section with a list of steps: 1. Enter Member Information, 2. Enter Passcode, 3. Setup Username/Password, 4. Setup Security Questions, 5. Setup Security Photo/Picture, 6. All Done. It also includes contact information for assistance and a security notice.

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Setup your username and password.

- Your account number and last name will appear
- Choose your username and password
- Confirm your password
- Enter in your email and confirm

The screenshot shows the registration page for TRUE Community Credit Union. The header includes the logo and a 'Sign In / Register' link. The main content area is titled 'Register - Setup your Security Questions' and 'Step 4 of 5'. It features input fields for 'Account Number', 'Username', 'Last Name', 'Security Question 1', 'Answer', 'Security Question 2', 'Answer', 'Security Question 3', and 'Answer'. A 'Next' button is at the bottom. On the right side, there is a 'Register for Home Branching' section with a list of steps: 1. Enter Member Information, 2. Enter Passcode, 3. Setup Username/Password, 4. Setup Security Questions, 5. Setup Security Photo/Picture, 6. All Done. It also includes contact information for assistance and a security notice.

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Next, you will need to pick your security questions and answers.

Pick three security questions from the drop down boxes and answer.

Online Banking

First Time Registration

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Setting up your account may take a few minutes to complete.

The screenshot shows the registration page for TRUE Community Credit Union. The header includes the logo and a 'Sign In / Register' link. The main content area has a 'Register - Setting up your Account - Please wait ...' section with a progress bar and a 'Working' status. Below this, it says 'You must complete the entire registration process. If you do not complete the process, you will need to start over. Please do not refresh or navigate away from this page.' To the right, there is a 'Register for Home Branching' section with a list of steps: 1. Enter Member Information, 2. Enter Password, 3. Setup Username/Password, 4. Setup Security Questions, 5. Setup Security Phrase/Picture, 6. All Done! Setting up now ... Below the steps, there is a 'For assistance please call:' section with phone numbers and a 'All access is secure and monitored' section with a timestamp.

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Finally, you will be asked to choose a security phrase and image.

For your security, each time you access your account through online banking you will see both the phrase and image.

The screenshot shows the registration page for TRUE Community Credit Union, Step 5 of 5: Register - Setup your Security Phrase and Image. The page has a 'Register - Setup your Security Phrase and Image' section with a progress bar and a 'Step 5 of 5' indicator. It includes fields for 'Account Number', 'Username', 'Last Name', 'Security Phrase', and 'Security Picture'. The 'Security Picture' section shows a grid of image choices with radio buttons for 'Clock', 'Leaf', 'Candlestick', 'Candlestick', 'Candlestick', and 'Candlestick'. To the right, there is a 'Register for Home Branching' section with a list of steps: 1. Enter Member Information, 2. Enter Password, 3. Setup Username/Password, 4. Setup Security Questions, 5. Setup Security Phrase/Picture, 6. All Done! Below the steps, there is a 'For assistance please call:' section with phone numbers and a 'All access is secure and monitored' section with a timestamp.

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Congratulations! Online banking access is ready!

If you still need additional help or have questions, please give our Contact Center a call at 517.784.7101.

The screenshot shows the online banking dashboard for TRUE Community Credit Union. The header includes the logo and a 'Sign In / Register' link. The main content area has a 'Search Transactions' section with a search bar and a 'Search' button. Below this, there is an 'Account Summary' section with a table of accounts. The table has columns for 'Account', 'Type', 'Number', 'Available', and 'Balance'. The table shows one account: 'REGULAR SAVINGS' with a balance of \$300.25. Below the table, there is an 'Account Summary Total' section with a total balance of \$300.25. To the right, there is a 'Reminders' section with a 'None at this time' message.