



# How do I log in to online banking for the first time? (traditional platform)

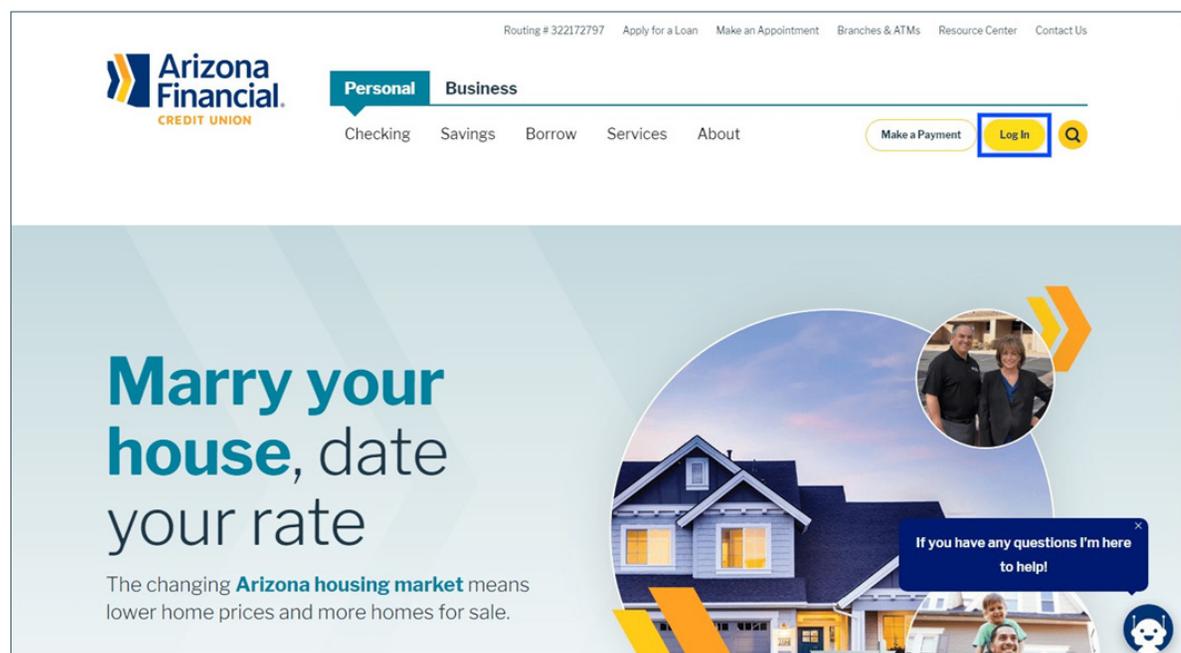
We're excited to assist you with accessing your accounts through online banking and our mobile banking apps. We know switching to a new platform can be a bit of a learning curve, so we're providing this step-by-step guide to help you get up and running as quickly as possible.

**We're here to help!** If you have any questions, please stop by your local branch, give us a call at **602-683-1724** or send an email to [MemberSupport@azfcu.org](mailto:MemberSupport@azfcu.org).

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To log in to online banking for the first time, visit [ArizonaFinancial.org](http://ArizonaFinancial.org) and click **Log In**.

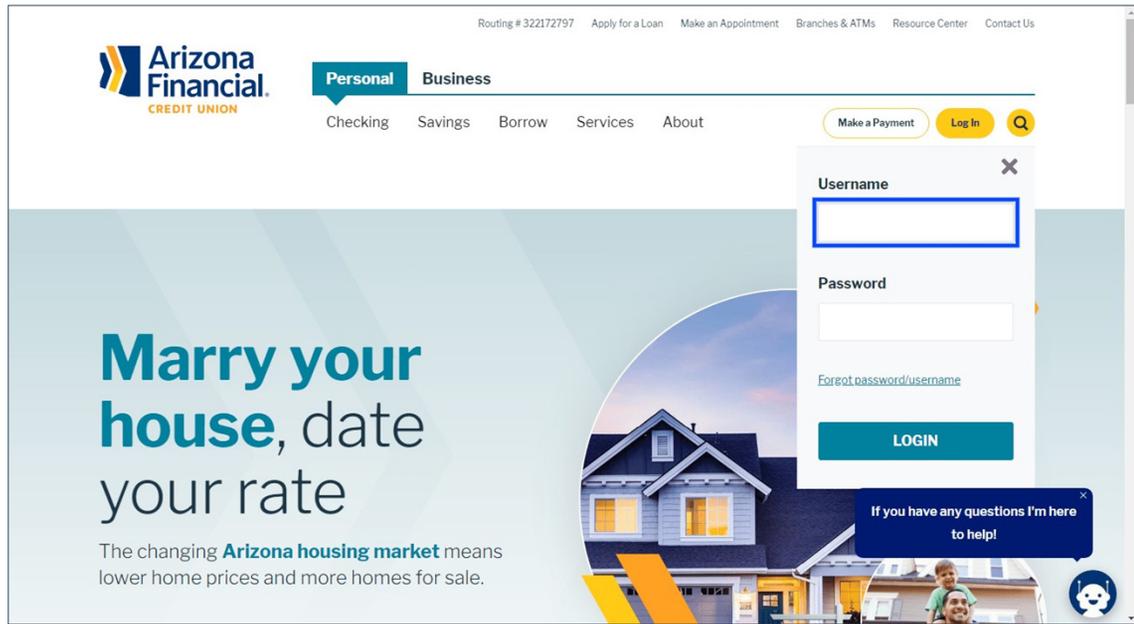
**Reminder:** Your first login must be completed from our website using the username(s) and password(s) emailed to you. You can access our website from a computer or mobile device with your web browser (e.g., Chrome, Safari, etc.). The username and passwords you create will be used for both online and mobile banking.



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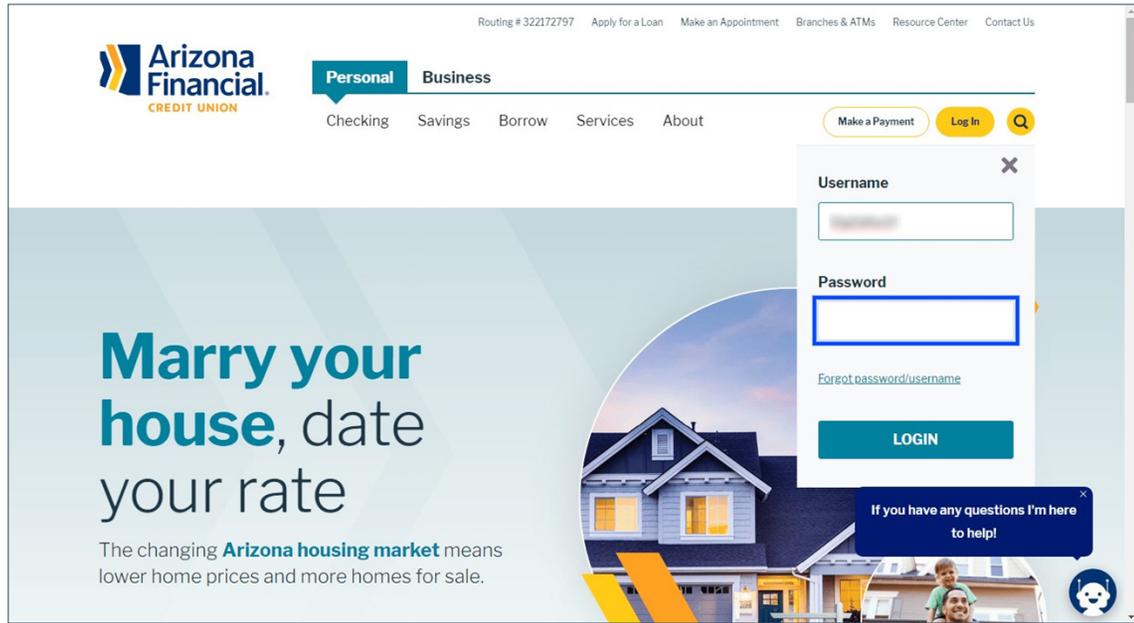
Refer to an email from [MemberServices@azfcu.org](mailto:MemberServices@azfcu.org) with your Username.

**Note:** Some members received multiple usernames and passwords.



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Enter the temporary password emailed to you from [MemberServices@azfcu.org](mailto:MemberServices@azfcu.org). Click **Login** after you've entered your username and password.



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You'll now be redirected to the Online Banking Registration Form. This page will allow you to create a custom username and password.

Secure Sign Up  
Welcome to Online Banking Registration Form!

Create Login

Username  
Username

Password Password SHOW Retype Password Retype Password SHOW

I have read and accepted the [Terms & Conditions](#) of service.

Complete Sign up

Need help?  
Call us at 602-683-1000

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Enter your new **Username**. For the security of your account, we encourage members to create complex or irregular usernames in addition to a strong password.

Secure Sign Up  
Welcome to Online Banking Registration Form!

Create Login

Username  
Username

Password Password SHOW Retype Password Retype Password SHOW

I have read and accepted the [Terms & Conditions](#) of service.

Complete Sign up

Need help?  
Call us at 602-683-1000

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Enter your new **Password**. Your password must meet the criteria displayed on the screen.

Secure Sign Up  
Welcome to Online Banking Registration Form!

Create Login

Username  
TestAccountSC

Password  
Password SHOW

I have read and accepted the [Terms & Conditions](#) of service.

**Complete Sign up**

Need help?  
Call us at 602-683-1000

**Password Guidelines**  
Your password ensures only you can access your confidential information. Please remember this password and keep it secure. You must use the following criteria when creating your password:  
Password cannot contain leading or trailing blanks.  
Minimum Length: 8  
Maximum Length: 32  
Minimum characters: 1  
Minimum uppercase characters: 0  
Minimum lowercase characters: 0  
Minimum numeric characters: 1  
Minimum special characters: 1  
A special character is any one of the following:  
! @ # \$ % ^ & \* \_ + = ( ) [ ] { } ; ' : " , . / ?

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Retype your new **Password** a second time for verification.

Secure Sign Up  
Welcome to Online Banking Registration Form!

Create Login

Username  
TestAccountSC

Password  
..... SHOW

Retype Password  
Retype Password SHOW

Good news, your Password meets our minimum criteria.

I have read and accepted the [Terms & Conditions](#) of service.

**Complete Sign up**

Need help?

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Click the **Terms and Conditions** link to read the agreement.

Secure Sign Up  
Welcome to Online Banking Registration Form!

Create Login

Username  
TestAccountSC

Password SHOW Retype Password SHOW

I have read and accepted the [Terms & Conditions](#) of service.

Complete Sign up

Need help?  
Call us at 602-683-1000

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Check the **I have read and accepted** box and then click **Complete Sign Up**. On the next page, you'll be prompted to confirm your contact information before you can access the accounts.

Secure Sign Up  
Welcome to Online Banking Registration Form!

Create Login

Username  
TestAccountSC

Password SHOW Retype Password SHOW

I have read and accepted the [Terms & Conditions](#) of service.

Complete Sign up

Need help?  
Call us at 602-683-1000

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Click **Confirm contact information**.

Arizona Financial  
CREDIT UNION

Secure Sign Up  
Welcome to Online Banking Registration Form!

✔ Sign up completed!

Welcome to Online Banking,  
Before you can access your accounts, we need to confirm your contact information. We will take you through step by step.

**Confirm contact information**

Need help?  
Call us at [602-683-1000](tel:602-683-1000)  
Mail us at [member.services@azfcu.org](mailto:member.services@azfcu.org)

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Select an option for receiving a verification code to confirm your contact information. The information automatically displayed belongs to the primary member on the account. After selecting a communication option, you'll be prompted to enter the access code.

Arizona Financial  
CREDIT UNION

Verify your contact information

Select where you would like to receive your verification code to confirm your contact information. If there is a login from a device we don't recognize, we'll contact you.

▲ Where should we send the access code?

(602) 683-1000 [Edit](#)

**Text me** **Call me**

+Add an alternate phone

member.services@azfcu.org [Edit](#)

**Email me**

Message and data rates may apply for text option. For help or information send "help" to 44833. To cancel at any time send "stop" to 44833. By clicking "Text me" button you agree to the Terms and Conditions and Privacy Policy.

[Show the Terms and Conditions and Privacy Policy](#)

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After confirming your contact information, you'll be prompted to provide a phone number and email address. We'll use the contact information entered here to send a onetime access code when there is a login to your account on a device we don't recognize.

The screenshot shows a form titled "Security Contact Information". At the top, it states: "For your security, we will contact you when there is a login to your account from a device we don't recognize." Below this, there are two main sections: "Phone" and "Email". The "Phone" section has a dropdown menu set to "+1" and a text input field containing "(xxx) xxx-xxxx". A red warning triangle icon is next to the text "This is required." Below the phone field is a link that says "+Add an alternate phone". The "Email" section has a text input field containing "member.services@azfcu.or" and a small "x" icon to its right. At the bottom of the form are two buttons: "Save" and "Cancel".

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After entering the access code, select an option for registering your device as private or public. This is the last step before accessing the account.

The screenshot shows a form titled "Verify your contact information" with the Arizona Financial CREDIT UNION logo at the top left. The form contains the following elements: a heading "Verify your contact information", a sub-heading "Within a minute, you'll receive a verification code at" followed by a blurred phone number, an "Enter access code" label and an empty text input field, a link "▶ Didn't get the access code?", an information icon followed by the text "Save time by registering this device.", a paragraph "If this is your personal device, register it now. We won't need to contact you the next time you log in.", and two buttons at the bottom: "Yes, register my private device" and "No, this is a public device".