



# Online Banking & Mobile App Enroll and Log-In Guide

Were you already enrolled in Online Banking prior to March 23, 2020?

If **YES**, then continue reading below, and follow the simple instructions, If **NO**, then please Enroll as a first time user.

- 1.** Download the new app (Highmark Credit Union) or go to the Log In button on the home page of our new website and Click Log-In. Log-in using the same username and password you have always used! (We know, we are very excited that doesn't have to change for you either!) If your device has fingerprint or facial recognition it will ask you if you would like to turn this on for the app at this point.
- 2.** This new system allows you to set up your email and phone number as verification sources when you log in from a new device or location. This is called two factor verification. It will ask you to set this up by entering your phone number and email information to receive verification codes. You can also opt to download and use a separate mobile app called Authy instead of using email or a phone for the verification code source. You just need to download the app to your phone and choose that option during set up. Below is a walkthrough of the process.



Username

Password

[FORGOT?](#)

Sign in

[FIRST TIME USER? ENROLL NOW](#)



### Secure your account

Two-factor authentication adds another layer of security to make sure only you can sign in. Please provide an email and a phone number that you will have access to while signing in to receive a verification code.

Email

Country

+1

US/Canada

Phone

Next

Message and data rates may apply.



### Enter verification code

We sent a code to (720) 445-0967. If you have the Authy app installed you can get your code there.

Enter code

Verify

[RESEND](#) or [TRY ANOTHER WAY](#)



### Enter verification code

We sent a code to (720) 445-0967. If you have the Authy app installed you can get your code there.

Enter code

Verify

[RESEND](#) or [TRY ANOTHER WAY](#)

If you are not yet enrolled in online banking prior to the conversion to our new Online Banking and Mobile App, that's okay!

1. Just click the enroll button at the bottom of the app or the bottom of the log-in link and the site will walk you through set up.
2. You will need your membership number, your social security number, home phone number and email address in order to enroll.
3. You will follow the same set up instructions as our already enrolled members for setting up your email, phone number or using the Authy mobile app as verification sources when you log in from a new device or location.
4. If you get stuck, or frustrated and want help. That's OK too. We are here for you. Call 1.800.672.6365 to reach our Call Center.



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800.672.6365