

# Logging into cu@home Online Banking

We have upgraded our cu@home – online banking to the same platform as our MSEFCU Mobile App, and we’re excited for you to see it! The new format will offer a seamless Online Banking and Mobile App experience with the same look and feel across all devices. All of your account information has rolled over, including your username and password. The only change will be your two-factor authentication (2FA). If you currently use the MSEFCU Mobile App, your 2FA will already be set up, but if you’ve never used the MSEFCU Mobile App, you will have to set up your 2FA with a text message, phone call or through an authorization app. Follow the directions below to login.

## Logging into cu@home Online Banking

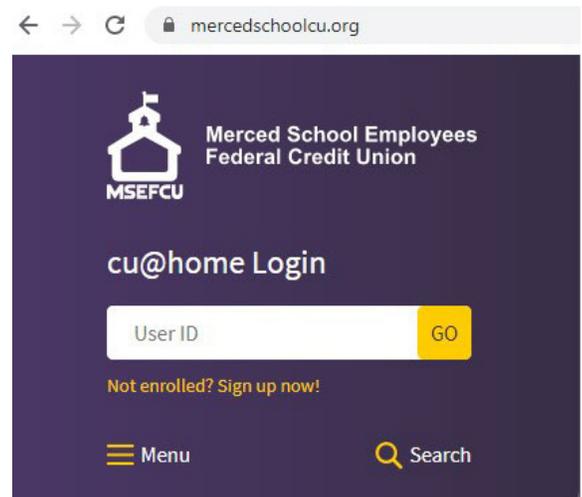
*(If you’ve never downloaded the MSEFCU Mobile App before)*

### Go to [www.mercedschoolcu.org](http://www.mercedschoolcu.org)

Once on our website, type in your User ID in the dark purple box in the top left corner of our homepage under cu@home Login. Click GO.

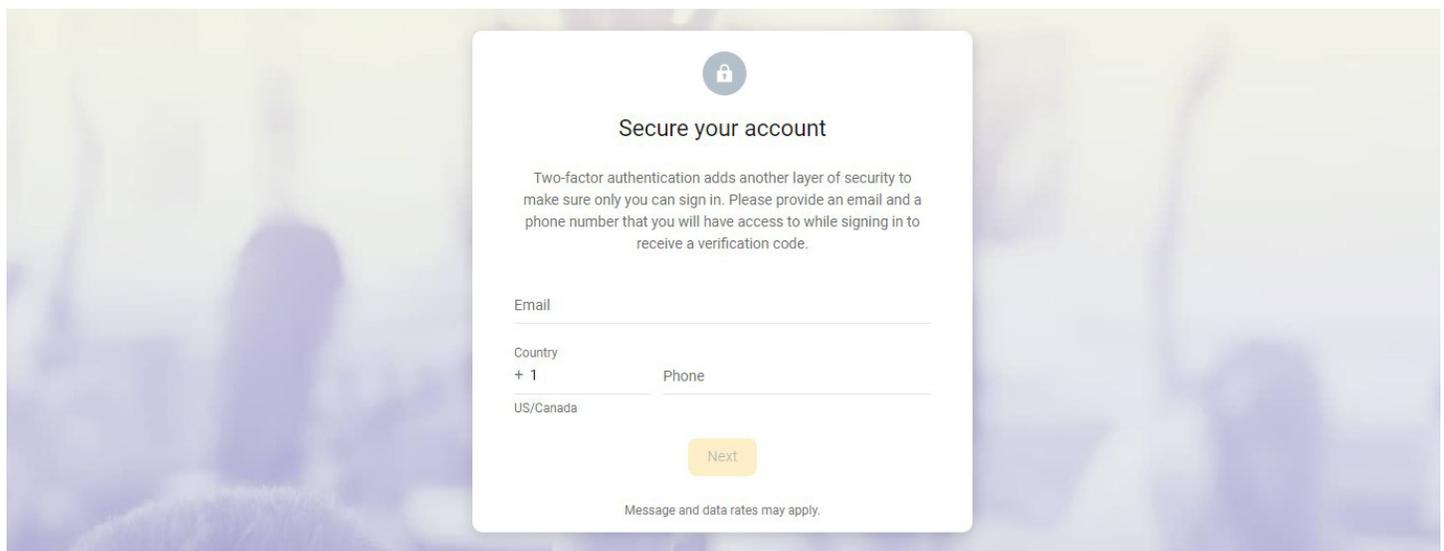
### [my.mercedschoolcu.org/login](http://my.mercedschoolcu.org/login)

You will be redirected to our new cu@home online banking platform, where you will enter your password and begin your two-factor verification process.



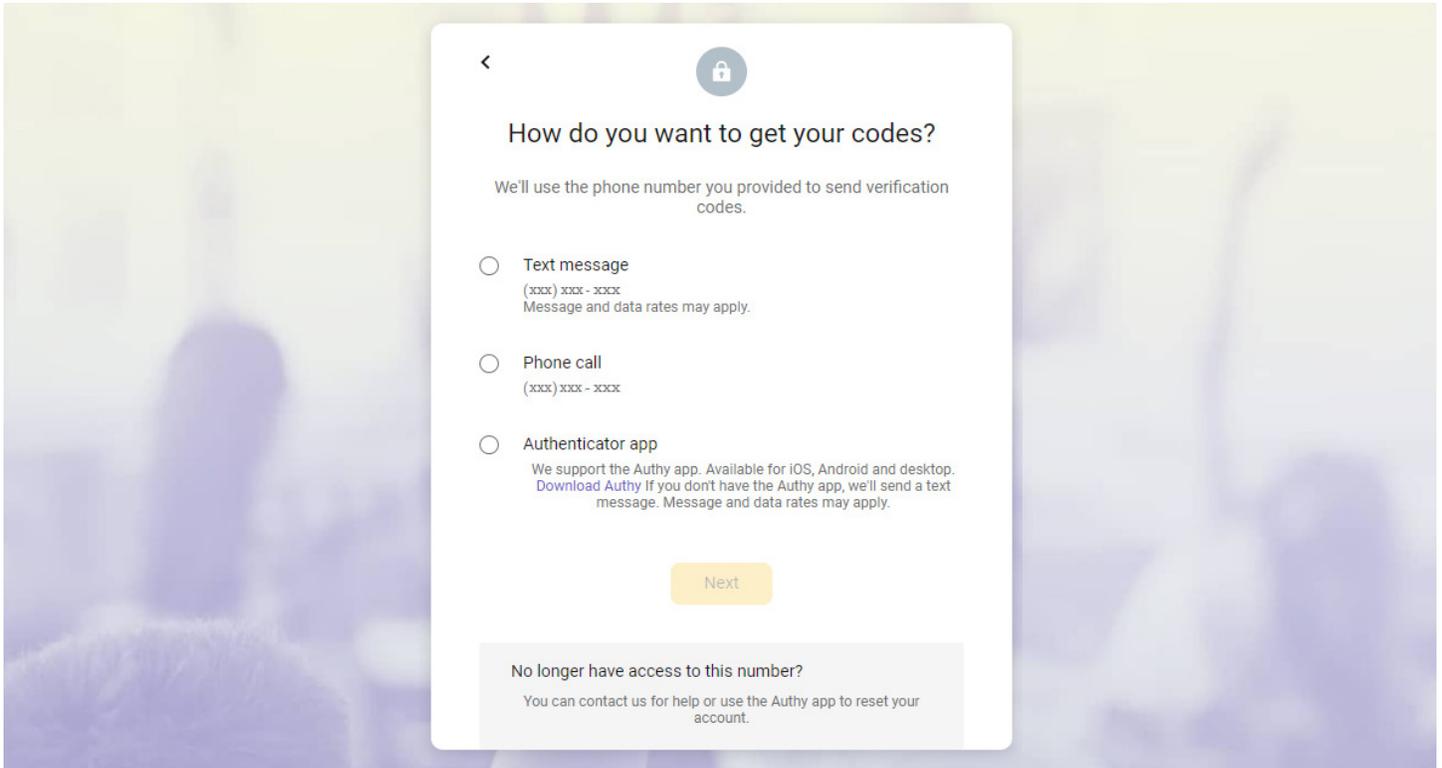
## Securing Your Account

You will be asked to enter your personal email address and the phone number that you will use to receive your verification codes anytime you login to your account.



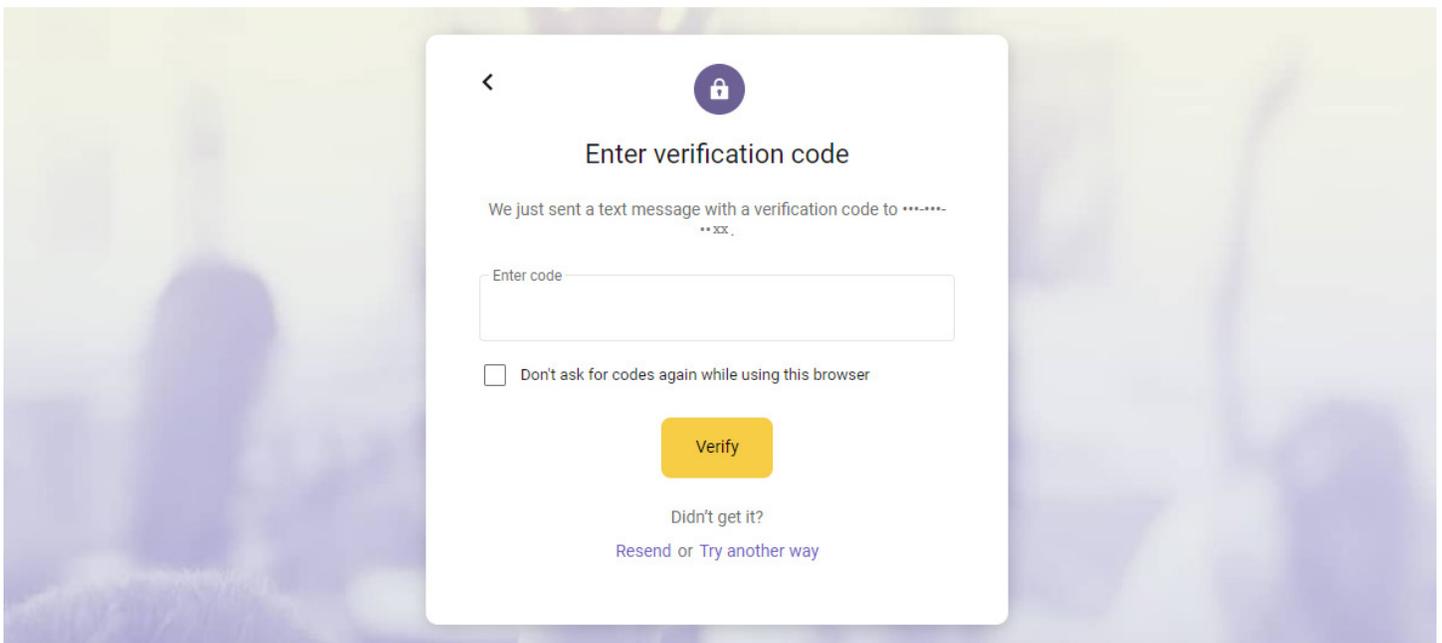
## Receiving Your Verification Code

Select how you would like to receive your verification code, then click Next.



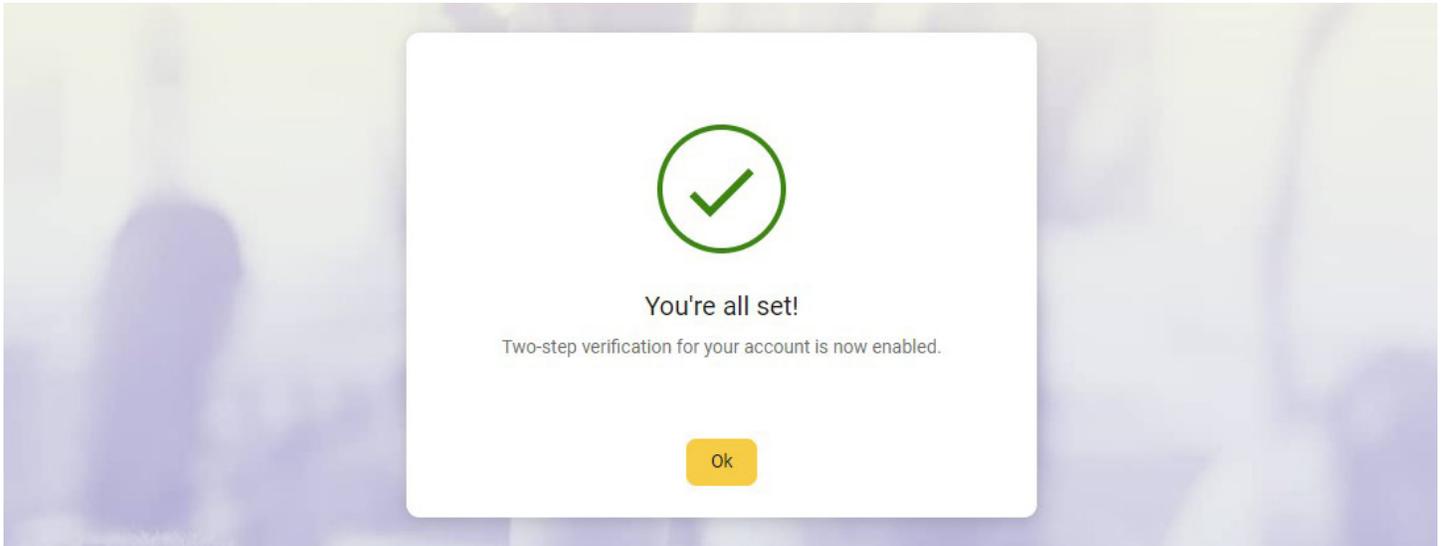
## Enter Your Code

Whether you received your verification code via text message, phone call, or the Authy app, you will need to enter the given code. Before clicking Verify, you have the option to be opted out of receiving future verification codes for the browser in which you are on. For your account safety, only select this box if you are on a personal or trusted computer browser. Please be aware; if you do not select this box, you will receive new verification codes anytime you login to your cu@home Online Banking account. Click Verify when complete.



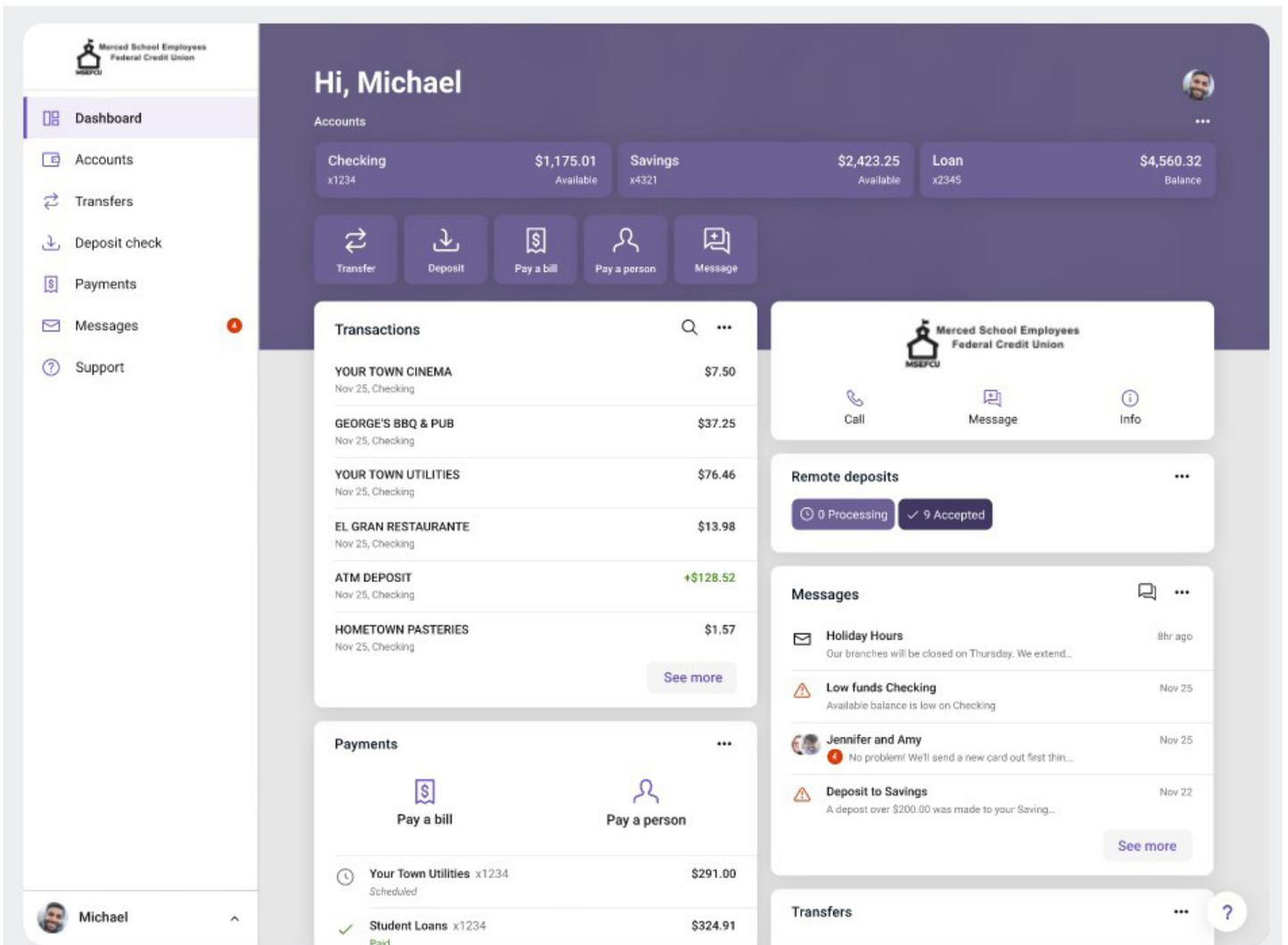
# Verification Is Complete

You have now enabled 2FA for your account.



# Welcome to our Upgraded Online Banking Platform

Once you accept the User Agreement, you're good to start exploring what our new online banking platform has to offer!



# Logging into cu@home Online Banking

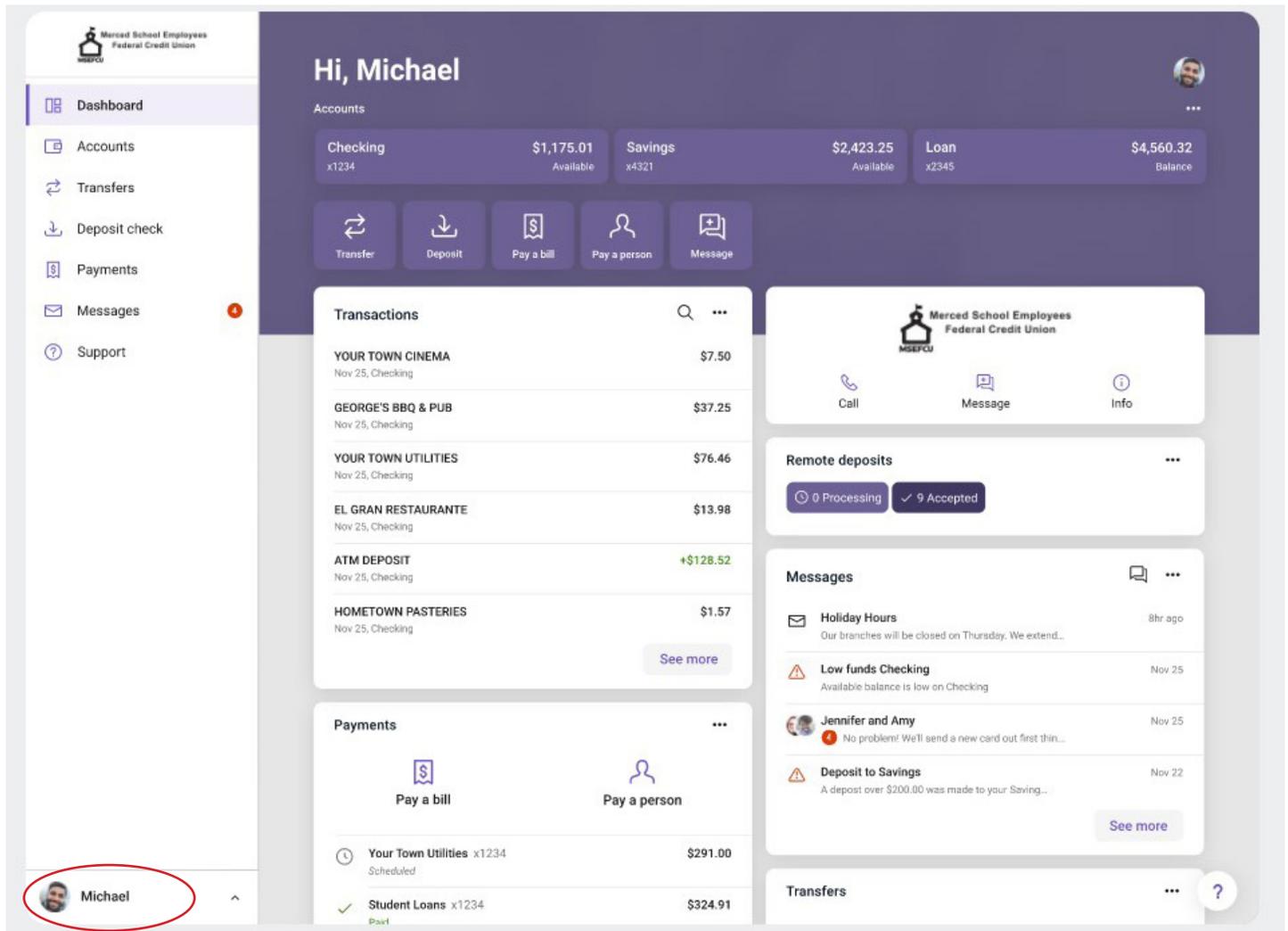
## (If you use the MSEFCU Mobile App)

If you are an avid MSEFCU Mobile App user, go to our website, enter your login information. Then enter the given code, and you're done!

# How to Sign Out of cu@home Online Banking

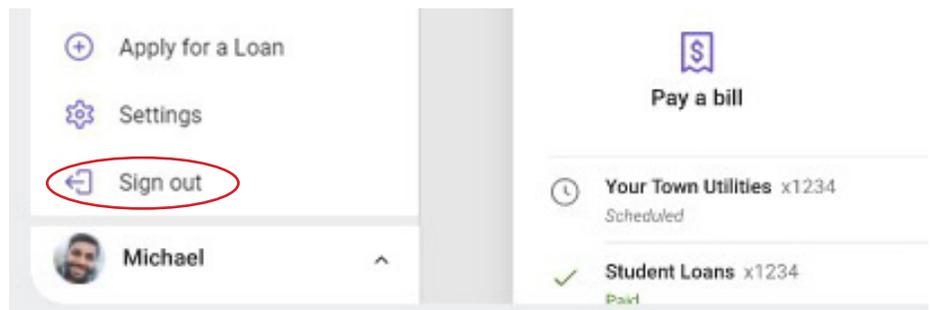
## Signing out is easy

You can sign out of your cu@home Online Banking account at any time. Simply click on your account name on the bottom left in the Main Menu, and a list of options will unfold.



## Click Sign Out

Once you click Sign out, you will no longer be logged into your cu@home account. You will be redirected to the MSEFCU Website Homepage.



## **Additional Information:**

### **Still having trouble?**

If you are still having trouble logging into cu@home Online Banking or into the MSEFCU Mobile App, please don't hesitate to reach out to us!

You can call (209) 383-5550 x148/144/154 for help, or you can contact us directly from our website at [www.mercedschoolcu.org/our-info/about-us/contact-us](http://www.mercedschoolcu.org/our-info/about-us/contact-us). You can even start a conversation with us within cu@home Online Banking or through the MSEFCU Mobile App under the Support tab on the Main Menu.