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WebTeller Set-Up

Visit www.alliantcu.com. At the top of the page, near WebTeller Login, “WebTeller Enrollment Form”.

1. Enter your member account number, social security number and e-mail address.
Please note: an active e-mail address is required for online banking and is used until you change it online. A temporary password will be sent to your e-mail address to get you started with online banking. Open your e-mail to retrieve the temporary password.
 - a. Optional, check yes if you would like to receive e-mail communications from the credit union.
 - b. Home banking disclosure box must be checked, acknowledging that you have read and agree to the terms, in order to proceed.
 - c. Click “Sign Up”.
2. Use the “Click here to login” link.
 - a. A login screen will display. Enter your member account number in “Login ID”.
 - b. Click “Login”.
4. Complete the three authentication questions and answers. Please remember to use one or two word answers. The answers are case sensitive. These questions may be asked again in the future to ensure security.
 - a. Type in a confidence word. This word is an additional security step and will appear every time you sign into WebTeller.
 - b. Check the “Remember me on this computer” if you are at the computer you will commonly use. If this box is not checked, you will have to answer the questions every time you sign in.
 - c. Click “Save”.
5. You will be prompted to login for the first time. Use the “Click Here to Login” link.
 - a. Your confidence word will be displayed.
 - b. Use the temporary password which was e-mailed to you in step 3.
 - c. Click “Login”.
6. For security reasons, you will be prompted to change your password. The new password must contain a minimum of five characters, including an upper and lower case letter in addition to a number.
 - a. After the new password is typed and re-typed, click “Change”.
 - b. After your password has been successfully changed, click “here” to proceed.
7. Welcome to the new WebTeller. Enjoy the conveniences of real-time home banking.

Quick WebTeller Tips

- Once you're signed in, you will be at the WebTeller Home Page. Here, you'll see your real-time account balances, any news or messages from the Credit Union and your current e-mail address.
- You will be prompted to answer the authentication questions again if you:
 - log in to WebTeller from a **new computer**.
 - change your web browser (i.e. Internet Explorer to Firefox).
 - delete the cookies on your computer.
- In the "Accounts" tab, you will be able to view your account history, account details and check images by clicking on the check number.
- "Transfer" tab allows you to transfer funds from one of your selected accounts to another account. Funds can be transferred to checking/savings accounts or another member's account. You can also apply funds to loan balances or request a check be mailed to your home address.
- "Statements" tab allows you to sign up for eStatements. eStatements are then retrieved by signing onto WebTeller.
- "Application" tab allows you to complete loan applications online and submit them to credit union staff.
- "Services" tab allows you to change your password and email address.
- "Mail" tab allows you to e-mail a **secure message** to credit union staff about your account or any questions you may have about WebTeller. A response will be mailed back to you through WebTeller and will show up on the WebTeller home page.
- "Alerts" tab allows you to set up e-mail or text alerts through your WebTeller account.