

# How to Access Our Systems Starting August 1



**!** We must have a **correct mobile number** or **email address** on file for you and any joint owners to login to Online Banking & the Mobile App. **As a security measure, a one-time passcode will be sent when accessing any digital banking channel. Call 513-423-2921 to update this info.**

## Online Banking

To log into desktop Online Banking for the first time:

1. Go to [www.copfcu.com](http://www.copfcu.com)
2. Click the green ONLINE BANKING bar in the top right corner
3. Click "First Timer User?"
4. Follow the prompts to register

## Bank-by-Phone System

1. Call 1-844-891-0909
2. Enter your member account number followed by #.
3. For the PIN, enter the last 4 digits of the Primary Owner's SSN followed by #. You will then be prompted to select a different PIN.

### Main Menu Options

- 0 - Hear a bank-by-phone tutorial (press \* to exit the tutorial)
- 1 - Account inquiries, including balance
- 2 - Transfer funds
- 3 - Current rates
- 4 - Change your bank-by-phone PIN
- 5 - Change to a different account number
- 6 - Other CU information, including locations and hours
- 8 - Repeat this menu
- 9 - End the call

## Mobile App Access

To manage your accounts on the go 24x7, we highly recommend using our mobile app.

1. After you've logged in to Online Banking, visit your phone's app store.
2. Search for "COPFCU mobile"
3. Download and install the app.
4. Authenticate with your Username and Password
5. You can setup your app's login credentials to use **Face ID** or a **4-Digit PIN** by:
  - a. Clicking the person icon in the upper right-hand corner.
  - b. Click "Authentication Options"
  - c. Select your preferred method

## The Benefits of Mobile

Our mobile app is the best way to manage your accounts. The app features:

- Mobile check deposit
- Manage My Cards
  - Set card transaction alerts
  - Lock/unlock your card for security
- Bill pay
- Early Pay - get your paycheck up to 2 days early
- Send a Secure Message to the CU
- Find Free ATMs
- Apply for a Loan
- and more.

## Questions?

We're here to help. Please call us at 513-423-2921 or stop by the branch at 660 N. University Blvd.