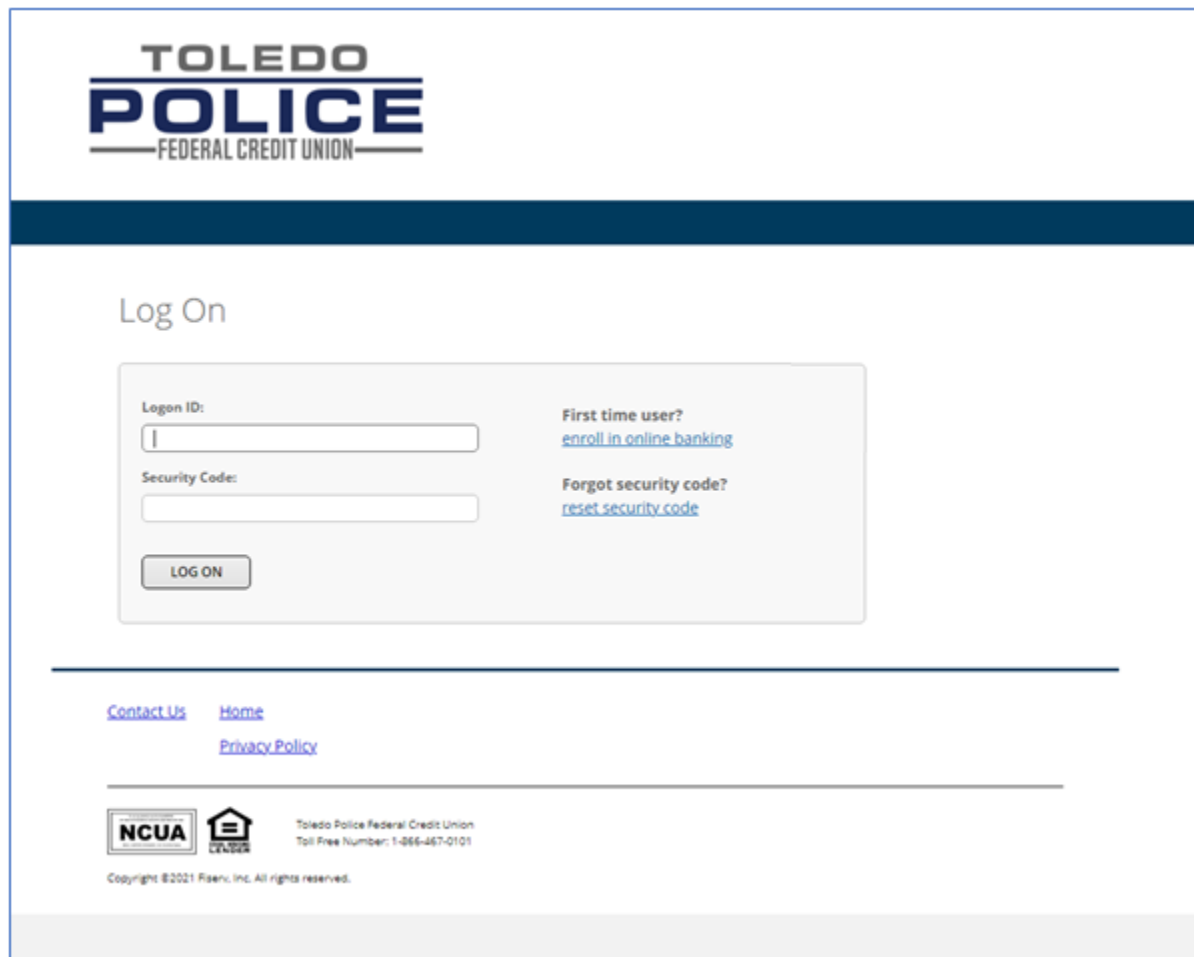


New VIRTUAL BRANCH UPDATE

When we go live on 5/20/2021, you will be asked to login to our new online platform VIRTUAL BRANCH!

You will still access your account online the same way that you have for years. However, you will be directed to a new link! If you have our online account access saved in your favorites or you access your account through a saved or “bookmarked” favorite on your computer. Please update this to reflect the new website. We will be providing this link closer to the go live date of 5/20/2021.

You will be brought to our new page which will look like this:



The screenshot shows the login page for Toledo Police Federal Credit Union. At the top is the logo with "TOLEDO POLICE" in large blue letters and "FEDERAL CREDIT UNION" below it. Below the logo is a dark blue horizontal bar. The main content area is white and titled "Log On". It contains a login form with two input fields: "Logon ID:" and "Security Code:". To the right of the "Logon ID:" field are two links: "First time user? enroll in online banking" and "Forgot security code? reset security code". Below the "Security Code:" field is a "LOG ON" button. At the bottom of the page, there are links for "Contact Us", "Home", and "Privacy Policy". Below these links are the NCUA and FDIC logos, the text "Toledo Police Federal Credit Union Toll Free Number: 1-866-467-0101", and a copyright notice: "Copyright ©2021 Fiserv, Inc. All rights reserved."

IMPORTANT: If you are an existing COPS Online User, we took the liberty of **pre enrolling** you in the new platform. To log in for the first time, you will use the following credentials your first time in:

Logon ID: This will be your Account (Member) Number **BUT THIS MUST BE 6 DIGITS LONG-** What this means... if you have a 4 digit account number (for example 1234) you need to add 2 leading zeros to make the number 6 digits long. You would enter 001234. If you have a 5 digit account number, you would only need to add 1 zero. Example: 012345

Security Code (Password): Your first time security code will be the word “security” followed by the last 4 digits of your social security number. For example, if the last 4 digits of your social are 1234, your one-time security code would be **security1234**

Once you are logged in the first time, the system will walk you through the process of setting a new Logon ID and Password, one that offers much greater security and protection.

You will also need to verify any missing information we need and if you scroll down, you will see all the various screen shots and walkthroughs for all the various screens.

Now, if you are new to our online platform this is ok... it just means we don't have all the necessary information needed to get you started.

To begin, simply click on the “enroll in online banking” link:

**TOLEDO
POLICE**
FEDERAL CREDIT UNION

Log On

Logon ID:

Security Code:

First time user?
[enroll in online banking](#)

Forgot security code?
[reset security code](#)

[Contact Us](#) [Home](#)
[Privacy Policy](#)

Toledo Police Federal Credit Union
Toll Free Number: 1-866-467-0101

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Enroll in Online Banking

Please verify before continuing with enrollment.

I'm not a robot



reCAPTCHA
Privacy · Terms

CONTINUE

[cancel](#)

[Contact Us](#)

[Home](#)

[Privacy Policy](#)



Toledo Police Federal Credit Union
Toll Free Number: 1-866-467-0101

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Step 1

Complete the Captcha function for security and select “continue”.



Enroll in Online Banking

*** TO ENROLL, please enter your account number, last 4 digits of your SSN and Street Number below. Street Number is your street number or PO Box number on file with our credit union. Please enter ONLY the numbers. NO letters. *** ON THE ID CREATION page, you will create a Logon ID and a Security Code (password). Make a note of this information so you can login to your online banking account. When you are finished, click on "Enroll".

Member Account Number:

SSN (last 4 digits):

Street Number:

NEXT

[cancel](#)

[Contact Us](#) [Home](#)

Enter in the requested information.

- For Member Account Number just your account number, no suffix numbers, no dashes, etc. IF you have a 4 digit account you will need to make your account number 6 DIGITS IN LENGTH by adding 2 leading zeros. If you have a 5 digit account number, you will need to make your account number 6 DIGITS IN LENGTH by adding 1 leading zero.

For example, if my account is 1234. I would need to enroll using 001234.

If my account is 12345, I would need to enroll using 012345.

- Enter in the last 4 digits of your social security number, no spaces, no dashes.
- For street number, it will just be the number portion of your address. For example, the Credit Union is located at 4280 Heatherdowns Blvd., Toledo, Ohio. If we were setting up an account, we would just enter “4280”

Select “Next”

**TOLEDO
POLICE
FEDERAL CREDIT UNION**

Enroll in Online Banking

Now it's time to create your Virtual Branch logon credentials.

Logon ID: ?

Security Code: ?

Confirm Security Code:

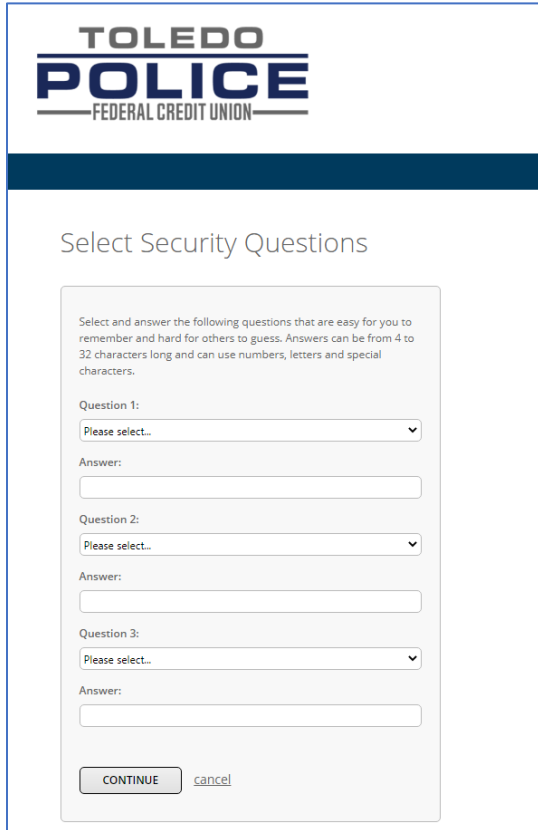
[cancel](#)

- Next, select your Logon ID/Username. This can be anything except for spaces. Must be between 6-50 characters in length. You can use some special characters. Click the “?” for all the details. This can be your account number just as before, but for security, we would ask that you consider using something else.
- Next, you will choose your security code/password. Again, you may use the “?” for guidance, but passwords must be between 9-16 characters, contain upper- and lower-case letters, and at least 2 numbers. There are certain characters that are permitted, and you cannot use a security code you have used in the past.
- In the third box you will repeat your security code/password to ensure we have it correct.

- Click “Enroll”

You should get a green box saying you are now successfully enrolled. Click on the link to login again using the Logon ID and Security Code you just established.

You will then be prompted to select your security questions. These will be used for security verification and password recovery. There are various questions for you to select from. Please select 3 security questions and provide the answers.




The screenshot shows the Toledo Police Federal Credit Union logo at the top. Below the logo is a dark blue horizontal bar. The main content area is titled "Select Security Questions". It contains a light gray box with the following text: "Select and answer the following questions that are easy for you to remember and hard for others to guess. Answers can be from 4 to 32 characters long and can use numbers, letters and special characters." Below this text are three sets of questions. Each set consists of a "Question" label, a dropdown menu with "Please select.." and a downward arrow, an "Answer:" label, and a text input field. At the bottom of the form are two buttons: "CONTINUE" and "cancel".


Answers cannot be the same responses for multiple questions and all answers must be at a minimum of 4 characters each.

Term: X +

Workflow/47534893-2f4e-4125-b02c-00016eefae63



Accept Terms and Conditions

 [Print Terms And Conditions](#)

AGREEMENT AND DISCLOSURE STATEMENT

Toledo Police Federal Credit Union

This Agreement establishes the rules that cover your electronic access to your account(s) at Toledo Police Federal Credit Union ("Credit Union") through Virtual Branch. You will be bound by this Agreement when you enroll in Virtual Branch. You also accept all the terms and conditions of this Agreement by using the Virtual Branch. Please read it carefully and retain for your records.

This Agreement is also subject to applicable federal laws and the laws of the State of Ohio (except to the extent this Agreement can and does vary from such rules or laws). If any provisions of this Agreement are found unenforceable or invalid, all remaining provisions will continue in full force and effect. The headings in the Agreement are for convenience or reference only and will not govern the interpretation of the provisions. Any waiver (express or implied) by either party or any default or breach of this Agreement must be in writing and shall not constitute a waiver of any other or subsequent default or breach. You may not assign this Agreement. This Agreement is binding upon your heirs and the Credit Union's successors and assigns. Certain of the obligations of the parties pursuant to this Agreement that by their nature would continue beyond the termination, cancellation, or expiration of this Agreement shall survive termination, cancellation, or expiration of this Agreement. This Agreement, together with the Membership and Account Agreement constitutes the entire agreement between you and the Credit Union with respect to the subject matter hereof and there is no understanding or agreements relative hereto which are not fully expressed herein.


I have read and accept the terms and conditions.

[cancel](#)

You will then be provided the agreement and disclosure statement. You will need to check the box stating you have read the terms and conditions; this will illuminate the continue box. Select "continue".

+

7534893-2f4e-4125-b02c-00016eefae63/LogOnProfile



Add Profile Information

This profile information is used for security alerts and identity verification.

Email Address:

Confirm Email Address:

Mobile Phone:

[cancel](#)

[Contact Us](#)

Next you will be asked to provide an email address and contact phone number. These are for security verification. Please remember, Toledo Police Federal Credit Union does not share or sell any of your personal information. Once you have entered your email, verified it and your phone number, select "Save".

Welcome, **Your Name**
Accounts



[Transfer Money](#)

[Create Alert](#)

[Online Statements](#)

Checking Accounts

XXXX PRIMARY SHARE (Checking)

Available	\$0.00
Current	\$0.00

Savings Accounts

Recent Transactions [View All](#)

XXXX -REGULAR SHARE (Savings)

DEC 04, 2020 -\$0.01

Balance: \$0.00

Description: Withdrawal ERROR CORRECT, ERROR ...

DEC 02, 2020 \$0.01

Balance: \$0.01

Description: Deposit test

Scheduled Transfers [Transfer Money](#)

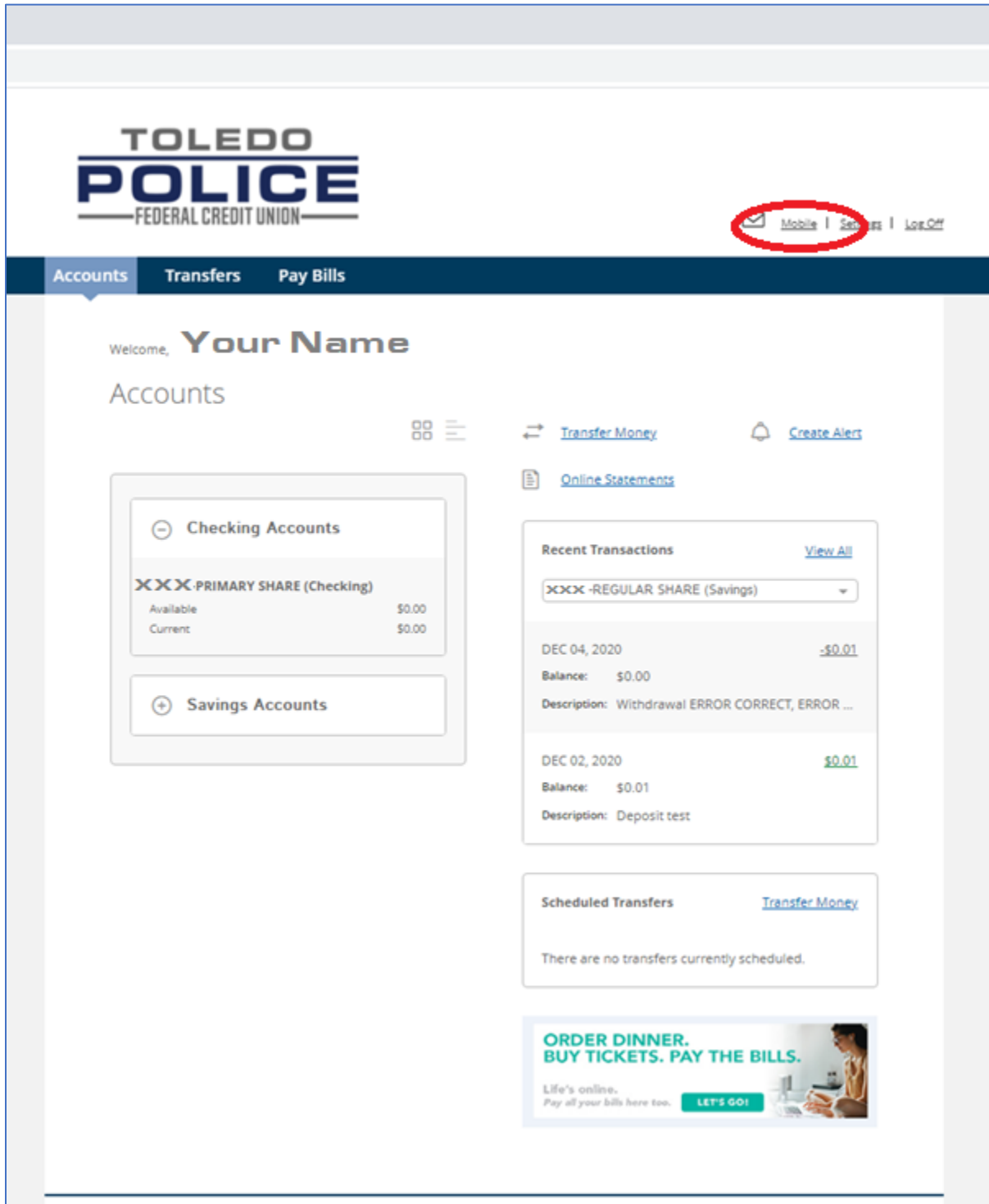
There are no transfers currently scheduled.

**ORDER DINNER.
BUY TICKETS. PAY THE BILLS.**

Life's online.
Pay all your bills here too. [LET'S GO!](#)

Congratulations! You have reached the main page of your account for Virtual Branch! Please take a minute and familiarize yourself with everything that's new!

If you want to set-up our mobile app, we need you to navigate to the top right corner by the mail envelope and select “mobile”.



By clicking this you will be directed to the Services and Devices tab that will verify your phone or tablet or any other devices you will want to use to access your account.

Services & Devices

SMS Services Mobile Apps

Mobile Number	Status	SMS Banking	SMS Alerts	Action
---------------	--------	-------------	------------	--------

There are no mobile devices.

Registered devices have been added but need to be verified before they can be enrolled for Mobile Banking services. Disabled devices have been temporarily disabled by the bank or other security process. To re-enable a disabled device please contact your bank.

SAVE CHANGES

[cancel](#)

ADD MOBILE DEVICE

[Terms and Conditions](#)

[Home](#)

[Contact Us](#)

[Privacy Policy](#)



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To add a new device, select the “Add Mobile Device Button”.

Add Mobile Device

For your protection, an additional step is required. An activation code will be sent to your phone number. You will enter that code on the next screen.

Phone Number:

SAVE

[cancel](#)

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Enter your phone number

By adding a number here, this will illuminate the "Save" button. Select "Save"

This action will automatically generate a security code to the number you entered.

Enter in the provided activation code

Select "Activate". You have now permitted secure access to your account from that device.

Services & Devices

SMS Services **Mobile Apps**

✓ Mobile device has been successfully added. ✕

Mobile Number	Status	SMS Banking	SMS Alerts	Action
(419) XXX-XXXX	Activated	<input type="checkbox"/>	<input type="checkbox"/>	delete

Registered devices have been added but need to be verified before they can be enrolled for Mobile Banking services. Disabled devices have been temporarily disabled by the bank or other security process. To re-enable a disabled device please contact your bank.

SAVE CHANGES

[cancel](#)

ADD MOBILE DEVICE

[Terms and Conditions](#)

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[Contact Us](#)

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To receive information in the mobile app you will need to mark the check box under SMS Banking and to receive text alerts you will need to select SMS Alerts

Click "Save Changes"

Paying bills on Virtual Branch has never been easier! To get started, select "Pay Bills" from the home screen located in the blue link bar.

TOLEDO POLICE FEDERAL CREDIT UNION

Mobile | Settings | Log Off

Accounts Transfers **Pay Bills**

Welcome, **Your Name**

Accounts

☰ ☰ ☰

↔ [Transfer Money](#) 🔔 [Create Alerts](#)

📄 [Online Statements](#)

⊖ **Checking Accounts**

XXXX-PRIMARY SHARE (Checking)

Available	\$0.00
Current	\$0.00

⊕ **Savings Accounts**

Recent Transactions [View All](#)

XXXX-REGULAR SHARE (Savings)

DEC 04, 2020	<u>-\$0.01</u>
Balance:	\$0.00
Description:	Withdrawal ERROR CORRECT, ERROR ...
DEC 02, 2020	<u>\$0.01</u>
Balance:	\$0.01
Description:	Deposit test

Scheduled Transfers [Transfer Money](#)

There are no transfers currently scheduled.

ORDER DINNER. BUY TICKETS. PAY THE BILLS.

Life's online. Pay all your bills here too. [LET'S GO!](#)



Here's what you can do in Bill Pay

Pay your bills in 3 easy steps.

- 1** Pick a bill you want to pay.
- 2** Enter bill information.
- 3** Choose how much and when.

You can pay any company or person with a U.S. address. Simplify your life by paying your bills in one place.

Why wait? Grab a bill and get started now.

 [cancel](#)



Next, select “Enroll and Get Started”



[Exit Pay Bills](#)

Take care of your bills in 3 EASY STEPS!

1 Pick a bill you want to pay.

2 Enter the info from your bill.

3 Choose how much and when.

Search Our Network

Enter the name of any company or person in the U.S.



If a company can't be paid electronically, we'll [mail a check](#) for you.



Utilities



Phone



Insurance



Credit Cards

[More Bill Categories](#)

[What else can I do?](#)

Bill Pay Member Service can be reached at 833-827-7973 between the hours of 7:00 AM - 1:00 AM ET, 7 days a week

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Many major companies are already listed in the directory. You can search for these either by the category of the type of bill you are paying or by name in the search field. Use the magnifying glass after you have typed in the name of the company you are trying to pay.

Enter in the payment and your account information with that company and schedule your bills according to the frequency/amounts you would like to pay.