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:

![New VIRTUAL BRANCH UPDATE Page](image)

**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:

![Log On page](image-url)
Step 1

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

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.

![Select Security Questions](image)

Answers cannot be the same responses for multiple questions and all answers must be at a minimum of 4 characters each.
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”. 
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”.
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.
To add a new device, select the “Add Mobile Device Button”.
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.
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.
Next, select “Enroll and Get Started”
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.