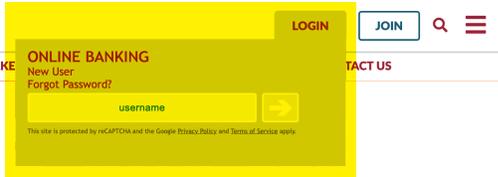


ONLINE BANKING SET-UP

With Online Banking, you can manage your KTVAECU® accounts anytime, from home!



GETTING STARTED:

To register, go to www.tvacreditunion.com, select **LOGIN**.

1. Click on **New User**.
2. Enter your **Account Number**.
3. Enter the **PIN** you received when you opened your account. (If you did not receive a PIN, use the last four numbers of the primary account holder's Social Security Number.)
4. Enter the **last four numbers** of the primary account holder's Social Security Number.
5. Enter your **Zip Code** and **Date of Birth**.)

New User Information

As a new online banking user, for your security, please provide the following information. You will not be asked for this information again. Thank you!

Last 4 Digits of Social Security Number (format is nnnn)

Home Zip Code (format is nnnnn)

No Zip Code

Date Of Birth MM DD YYYY

6. You may be asked to confirm or update your email address. To view your current email address on file, click **View Current Email**. If you would like to change your email, click **Confirm/Update Email**.
7. Re-enter your **PIN**.

Change E-Mail Address

Please update your email address.

To maintain up-to-date contact information for members to stay informed about specials, discounts, and promotions, please update your e-mail address by entering the address in both fields and selecting Confirm/Update E-mail. If the e-mail address provided is current, please select View Current E-mail and choose Confirm/Update E-mail.

E-mail Address:

Confirm E-mail Address:

Change Password

Your Online Banking Password ensures that only you can access your confidential information. Currently your password is your PIN. This must now be changed to a password of your choosing.

The rules for your new password are:

- 8 to 25 characters containing both letters and numbers.
- No symbols except for the underscore.
- Passwords are case-sensitive.
- Cannot be your SSN or your Account number.
- Cannot be your UserID or Email address.
- Cannot be any of your previous 3 passwords.

Please remember this Password and keep it secure. If you forget your password, you will have to call Knoxville TVA to have it reset.

Enter all passwords requested.

PIN

New Password

Re-Enter New Password

8. Create an Online Banking password. (Be sure to follow all password requirements!)

9. Create a **Security Key**. This will be shown every time you log in. It can contain letters and numbers but no special characters.

Change Security Key

Please enter a word that will be shown to you during the login process. It may not contain spaces or special characters.

Your Security Key:

10. Create an Online Banking username. Usernames must be 5 to 25 characters and be a mix of numbers and letters.

Personalize your Username below for use when logging on to your account. Usernames must be 5 to 25 characters and a mixture of letters and numbers. NO special characters.

Current Username: You currently have no Username set.

Username:

11. Choose **three Security Questions** from the drop-down options.

Choose questions and answers you can remember. You will use these questions when you change your password or get locked out of your Online Banking account.

Select Question Select Answer

Select Question Select Answer

Select Question Select Answer

12. Click **Submit**

YOU CAN NOW START MANAGING YOUR ACCOUNTS WITH ONLINE BANKING!