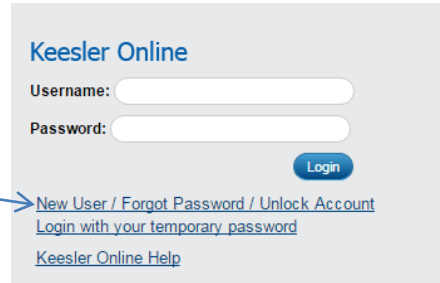


Keesler Online New User Instructions

Click on the links below for help with:

- Unlock Account?
- Forgot Password?
- Forgot Username?
- Security Certificate Error Message?

Click on the New User link to get started with your enrollment.



Keesler Online

Username:

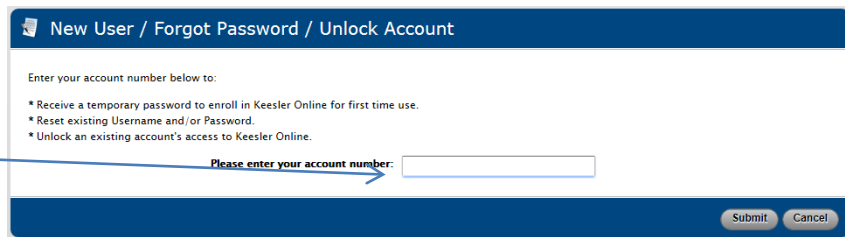
Password:

[New User / Forgot Password / Unlock Account](#)

[Login with your temporary password](#)

[Keesler Online Help](#)

Enter your account number



New User / Forgot Password / Unlock Account

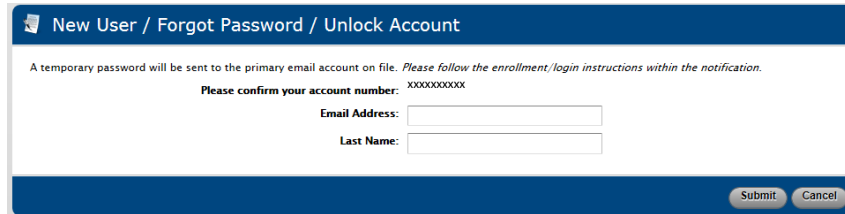
Enter your account number below to:

- * Receive a temporary password to enroll in Keesler Online for first time use.
- * Reset existing Username and/or Password.
- * Unlock an existing account's access to Keesler Online.

Please enter your account number:

[Submit](#) [Cancel](#)

A temporary password will be emailed to you. Please note: You must have a valid email address on this account to get started.



New User / Forgot Password / Unlock Account

A temporary password will be sent to the primary email account on file. Please follow the enrollment/login instructions within the notification.

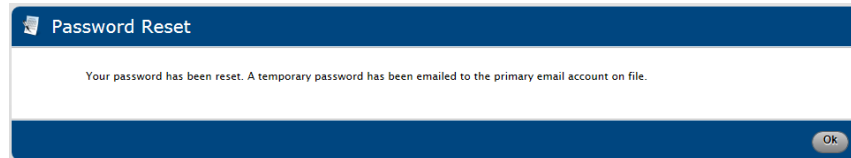
Please confirm your account number: XXXXXXXXXXX

Email Address:

Last Name:

[Submit](#) [Cancel](#)

Check your email to get your temporary password. This is only available for a very limited time. If the password expires you will need to request a new password.

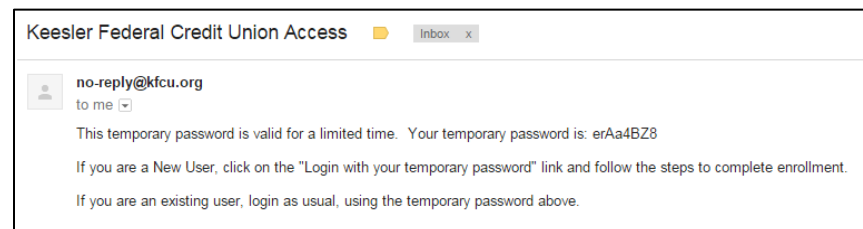


Password Reset

Your password has been reset. A temporary password has been emailed to the primary email account on file.

[OK](#)

Once you receive this email, go back to the Keesler Online Login screen on our website home page.



Keesler Federal Credit Union Access Inbox x

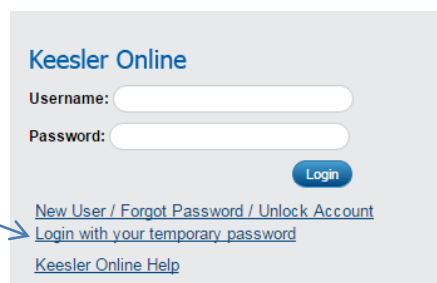
no-reply@kfcu.org
to me

This temporary password is valid for a limited time. Your temporary password is: erAa4BZ8

If you are a New User, click on the "Login with your temporary password" link and follow the steps to complete enrollment.

If you are an existing user, login as usual, using the temporary password above.

Now click Login with your temporary password.



Keesler Online

Username:

Password:

[New User / Forgot Password / Unlock Account](#)

[Login with your temporary password](#)

[Keesler Online Help](#)

Enter your account number.

The screenshot shows a blue header with the text "New User / Forgot Password / Unlock Account". Below the header is a white input field labeled "Enter your account number:". At the bottom right, there are two buttons: "Submit" and "Cancel".

Confirm your account number then enter your temporary password.

The screenshot shows a blue header with the text "Enter Temporary Password". Below the header, it says "Account: xxxxxxxxxx" and "Temporary Password:" followed by a white input field. At the bottom right, there are two buttons: "Submit" and "Cancel".

You will now create your unique username. Enter your username in both boxes.

The screenshot shows a blue header with the text "Set Username". On the left is a sidebar with a list: "Read Disclosure", "Set Username", "Set Password", and "Security Questions". The main content area has instructions: "For enhanced security, unique usernames are required for logging in to Keesler Online rather than account numbers. Once you set up your unique username, you can begin using Keesler Online immediately. Please provide a unique username that you will use to access Keesler Online. This Username must have:" followed by a list of requirements: "At least 1 Alpha character", "Minimum of 5 alphanumeric characters", and "Maximum of 15 alphanumeric characters". Below this are two input fields: "Username:" and "Confirm Username:". Further down, it lists "Usernames containing the following will not be accepted:" with a list of prohibited items like personal data, common words, and special characters. At the bottom right, there are "Submit" and "Cancel" buttons. A blue arrow points from the text on the left to the "Username:" input field.

Next, you will create your password. Be sure to make this challenging. The strength bar will tell you if the password is good. (see below)

The screenshot shows a blue header with the text "Set Password". On the left is a sidebar with a list: "Read Disclosure", "Set Username", "Set Password", and "Security Questions". The main content area has instructions: "Please enter a password you will use to access Keesler Online. Password must be between 8 and 20 alphanumeric characters (A-Z,0-9)." Below this are two input fields: "Your Password:" and "Confirm Your Password:". Between them is a "Strength:" indicator showing a red bar at "0%". Below the input fields, it lists "Passwords containing the following will not be accepted:" with a list of prohibited items. At the bottom right, there are "Submit" and "Cancel" buttons.

A close-up of the password strength indicator. It shows "Your Password:" followed by a masked input field. Below it, it says "Strength: Very Strong" with a green bar at "95%".

Choose four security questions. Simply click the dropdown menu next to the question and select your answer. The system will automatically check the "Select" box next to the question you've chosen. Be sure to choose questions that only you know the answer to.

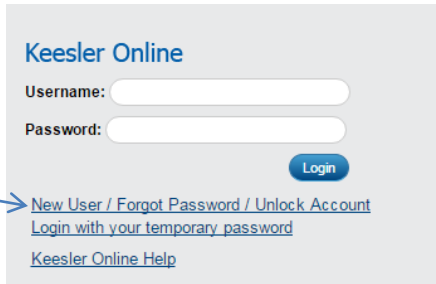
The screenshot shows a blue header with the text "Question Setup". On the left is a sidebar with a list: "Read Disclosure", "Set Username", "Set Password", and "Security Questions". The main content area has instructions: "Please take a few minutes to enable and answer at least 4 of the security questions listed below. You may be prompted for this information as a second identification when accessing your account online. Just click on the enable checkbox next to the questions you'd like to answer, type or select your personalized answer and click on the Submit button. As a reminder, please make sure that you have provided information that other authorized Online Banking users for this account will be able to answer." Below this is a table with columns "Select", "Question", and "Answer". The table lists several questions, with the first one checked. A blue arrow points from the text on the left to the "Select" checkbox of the first question. At the bottom right, there are "Submit" and "Cancel" buttons.

Select	Question	Answer
<input checked="" type="checkbox"/>	WHAT WAS YOUR FAVORITE OR MOST MEMORABLE CONCERT?	Please Select
<input type="checkbox"/>	WHAT IS YOUR FAVORITE SPORT?	FOOTBALL
<input type="checkbox"/>	WHAT WAS YOUR FAVORITE PET AS A CHILD?	Please Select
<input type="checkbox"/>	WHAT IS YOUR FAVORITE HOBBY?	Please Select
<input type="checkbox"/>	WHAT IS YOUR FAVORITE ICE CREAM FLAVOR?	Please Select
<input type="checkbox"/>	WHAT IS YOUR FAVORITE FLOWER OR PLANT?	Please Select

Congratulations!
Your enrollment to Keesler Online is complete.

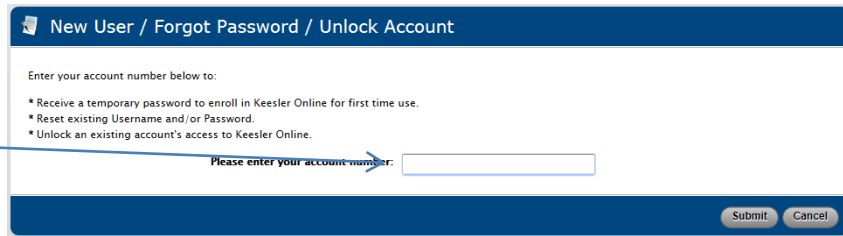
Forgot Password/Forgot Username/Unlock Account

Click on the Forgot Password/Unlock Account link to get started.



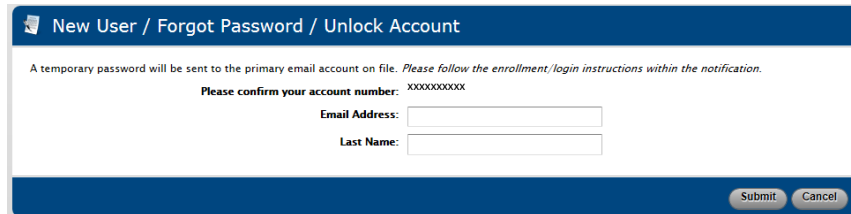
The screenshot shows the Keesler Online login page. It features a 'Username:' field, a 'Password:' field, and a blue 'Login' button. Below the login fields are three links: 'New User / Forgot Password / Unlock Account', 'Login with your temporary password', and 'Keesler Online Help'. A blue arrow points from the text on the left to the first link.

Enter your account number



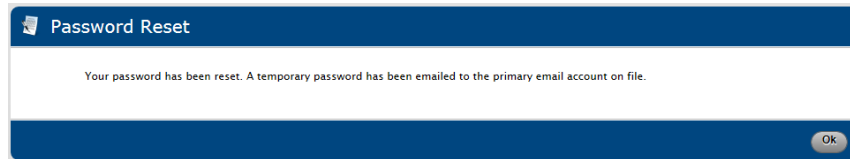
This form is titled 'New User / Forgot Password / Unlock Account'. It asks the user to 'Enter your account number below to:' and lists three bullet points: 'Receive a temporary password to enroll in Keesler Online for first time use.', 'Reset existing Username and/or Password.', and 'Unlock an existing account's access to Keesler Online.' Below the text is a text input field labeled 'Please enter your account number:' with a blue arrow pointing to it from the text on the left. At the bottom right are 'Submit' and 'Cancel' buttons.

A temporary password will be emailed to you. Please note: You must have a valid email address on this account to get started.



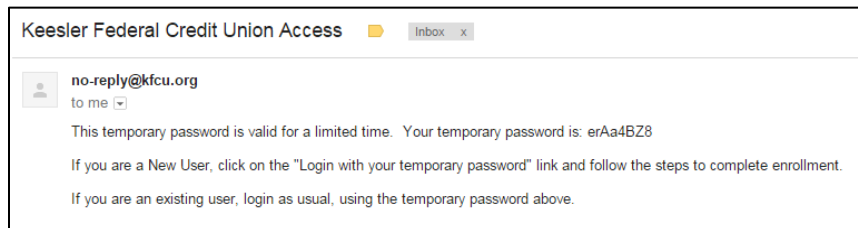
This form is titled 'New User / Forgot Password / Unlock Account'. It states: 'A temporary password will be sent to the primary email account on file. Please follow the enrollment/login instructions within the notification.' It asks the user to 'Please confirm your account number:' with a masked input field 'XXXXXXXXXX'. Below this are two input fields for 'Email Address:' and 'Last Name:'. At the bottom right are 'Submit' and 'Cancel' buttons.

Check your email to get your temporary password. This is only available for a very limited time. If the password expires you will need to request a new password.



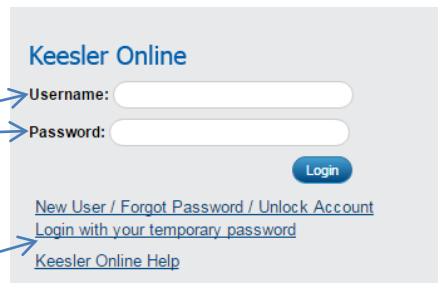
This is a confirmation message titled 'Password Reset'. It says: 'Your password has been reset. A temporary password has been emailed to the primary email account on file.' At the bottom right is an 'OK' button.

Once you receive this email, go back to the Keesler Online Login screen on our website home page.



This is an email notification from 'Keesler Federal Credit Union Access' with the subject 'no-reply@kfcu.org to me'. The body text reads: 'This temporary password is valid for a limited time. Your temporary password is: erAa4BZ8. If you are a New User, click on the "Login with your temporary password" link and follow the steps to complete enrollment. If you are an existing user, login as usual, using the temporary password above.'

Login with your username and temporary password.



This is another screenshot of the Keesler Online login page, identical to the first one. It shows the 'Username:' and 'Password:' fields, the 'Login' button, and the links for 'New User / Forgot Password / Unlock Account', 'Login with your temporary password', and 'Keesler Online Help'. A blue arrow points from the text on the left to the 'Username:' field, and another blue arrow points from the text below to the 'Login with your temporary password' link.

(Note: Only click the Login with your temporary password link if you forgot your username. Then, use your account number to login to reset username)

You will now be required to change your password. Be sure to make this challenging. The strength bar will tell you if the password is good. (see below)

Your Password:

Strength: Very Strong 95%

Password Change Required

Password must be between 8 and 20 Alphanumeric characters (A-Z, 0-9).

Enter new password:

Strength: 0%

Re-enter new password:

Passwords containing the following will not be accepted:

- Your personal data, such as Social Security Number, mailing address, birth date
- Commonly used words, such as password
- Consecutive or repetitive passwords, such as 1234 and aaaa

Please Note: Changing your Keesler Online password will NOT change your TONI security code.

For more information on how to protect your password, please be sure to read about Password Safety.

Enter your **current** username here in both boxes. If you have forgotten your username, enter a new one here in both boxes. (Note: You do not have to change your username if you know it.)

Set Username

- Read Disclosure
- Set Username**
- Set Password
- Security Questions

For enhanced security, unique usernames are required for logging in to Keesler Online rather than account numbers. Once you set up your unique username, you can begin using Keesler Online immediately.

Please provide a unique username that you will use to access Keesler Online. This Username must have:

- At least 1 Alpha character
- Minimum of 5 alphanumeric characters
- Maximum of 15 alphanumeric characters

Username:

Confirm Username:

Usernames containing the following will not be accepted:

- Your personal data, such as Social Security Number, mailing address, birth date
- Commonly used words such as "password", "Keesler Online"
- Consecutive or repetitive passwords, such as "1234" or "aaaa"
- Special Characters <>~!@
- Maximum of 15 alphanumeric characters

For information on how to protect your Username and password, please be sure to read about Password and Username Safety

Your current security questions and answers will show in this box. Review your current answers, then click submit. Please note, you do not need to change your answers.

Question Setup

- Read Disclosure
- Set Username
- Set Password
- Security Questions**

Please take a few minutes to enable and answer at least 4 of the security questions listed below. You may be prompted for this information as a second identification when accessing your account online.

Just click on the enable checkbox next to the questions you'd like to answer, type or select your personalized answer and click on the Submit button.

As a reminder, please make sure that you have provided information that other authorized Online Banking users for this account will be able to answer.

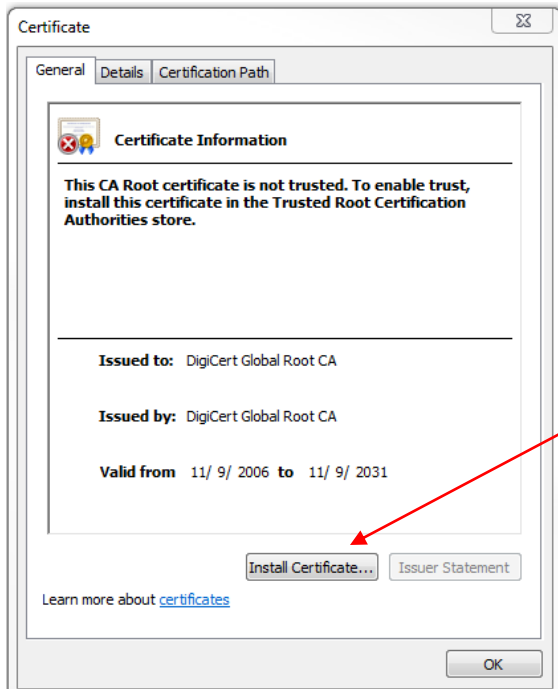
Select	Question	Answer
<input type="checkbox"/>	WHAT WAS YOUR FAVORITE OR MOST MEMORABLE CONCERT?	Please Select <input type="text"/>
<input checked="" type="checkbox"/>	WHAT IS YOUR FAVORITE SPORT?	FOOTBALL <input type="text"/>
<input type="checkbox"/>	WHAT WAS YOUR FAVORITE PET AS A CHILD?	Please Select <input type="text"/>
<input type="checkbox"/>	WHAT IS YOUR FAVORITE HOBBY?	Please Select <input type="text"/>
<input type="checkbox"/>	WHAT IS YOUR FAVORITE ICE CREAM FLAVOR?	Please Select <input type="text"/>
<input type="checkbox"/>	WHAT IS YOUR FAVORITE FLOWER OR PLANT?	Please Select <input type="text"/>

* These security answers are not case sensitive.

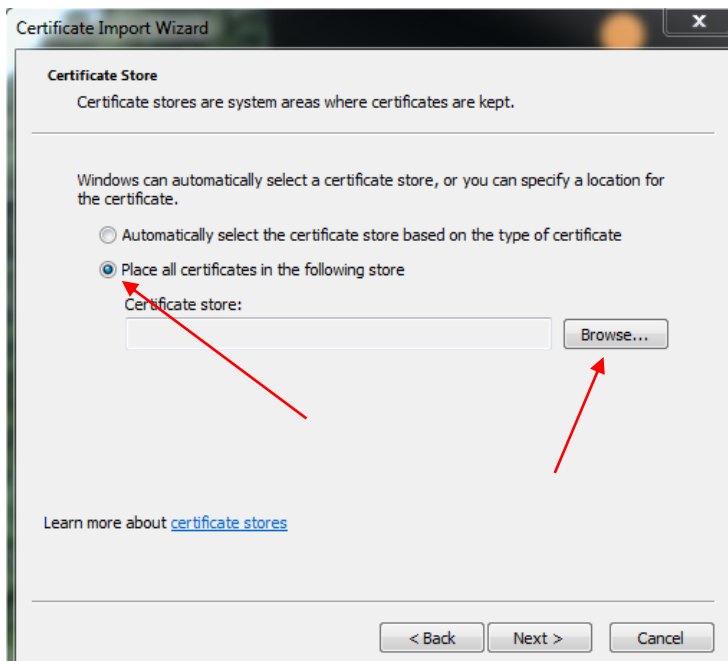
Once you click submit, you will have access to your KOL account. If you are still unable to access your account, please call 1-888-KEESLER (533-7537)

Click [here](#) to download the DigiCert Global Root CA Certificate. If a “Security Warning” box appears, just click “**Allow**”.

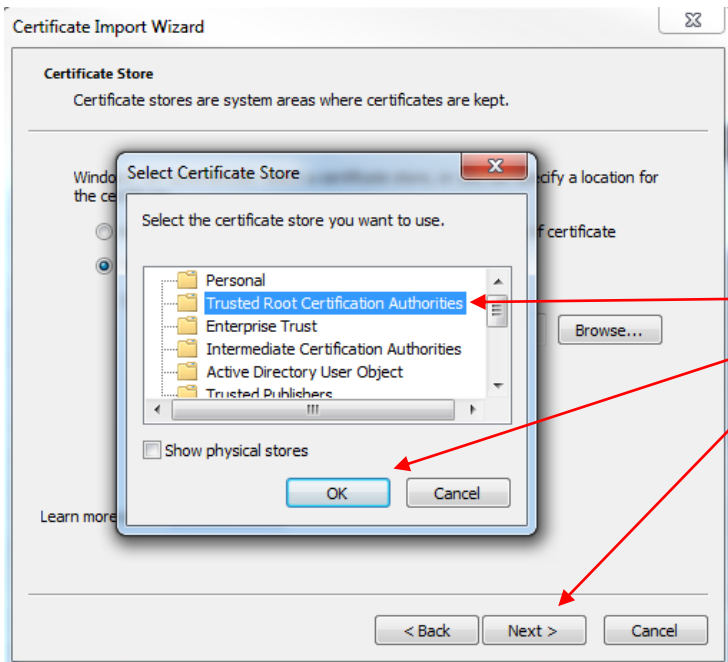
After clicking the link, you will be asked to open or save the certificate. Click “**Open**”.



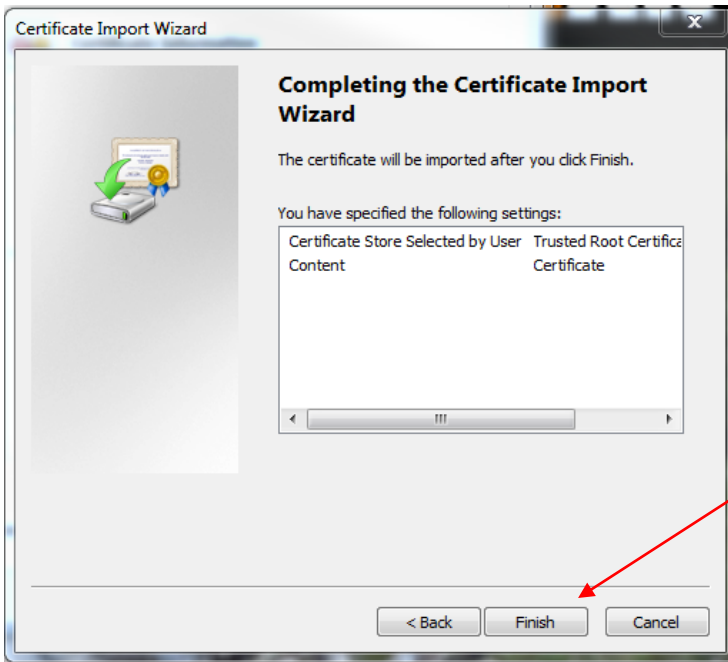
Once you open the certificate, you will see this screen. Click “**Install Certificate**”. At the next page, just click “**Next**”.



On this page, you will need to click on “**Place all certificates in the following store**”, and then the “**Browse**” button.



On this page, you will click on **“Trusted Root Certification Authorities”** and click **“OK”**. Click **“Next”**.



Once all steps above are complete, click **“Finish”** and you should see a dialog box appear that states “The import was successful”.