I haven't used online banking before. How do I enroll in Online Banking?

If you are a new Online Banking or Performance Finance Mobile app user, follow these steps to get started.

1. Go to the Customer Online Banking Log In box on the Home Page and click **Get Started** in the upper right hand corner**.** If using the Performance Finance Mobile app, open the app and click **Need to Enroll?**
2. This opens the enrollment application. The following information is **required** to complete the enrollment.

   a) **Account Type**
   b) **Primary Account Number**
   c) **Social Security or Tax Id Number**
   d) **Date of Birth**
   e) **Set-up Username**
   f) **Email address**
   g) **Set-up Password**

   Enter all the required information. It will be verified by comparing it to the current information in our system.

   When finished, click **Enroll Now**. If you need to update your contact information, please call us at (855) 432-7720 during business hours.

3. After submitting enrollment information, you will receive an email at the email address provided. Within that email, an **enrollment code** is included. Copy/ Paste or type the code into the box displayed on the enrollment screen.
4. After verifying enrollment code, review the next screen containing 4 sections:

   1. **Accept Terms of Service**

      Click the blue hyperlinks to review terms and privacy policy. Select the box "I agree to the terms of service and privacy policy."

2. **Paperless Settings (optional)**

   Follow the steps to enroll in paperless statements and notices. Click **Access Sample PDF** then **I Consent** to enroll in paperless documents.

3. **Account Security**

   Account security requires the use of a phone number for Two-Factor Authentication. This adds a second level of security to using Digital Banking in addition to email, which can be added after enrollment. To learn more about Two-Factor Authentication, please watch our Two-Factor Authentication video.

   To set up the two-factor authentication, click the **Verify Now** button to receive a code via text or phone call. Enter the code to complete the activation of this feature. After entering the code, click **Activate**.

5. Click **Go to my account** to finish enrollment process. These features are available for further modification within the profile settings.

6. Congratulations! You are now enrolled in Online Banking.

For more help with the log in process, please view our **How to Log In** videos.