

Enrolling for Alive Credit Union's convenient mobile app is easy and quick with this visual aid.



Search for & download Alive Credit Union on your mobile device's app store.



Select "Enroll Now"

Username

Password



[FORGOT?](#)

[FIRST TIME USER? ENROLL NOW.](#)



Enroll

We need this info to verify your identity.

SSN



EIN and ITIN are also accepted

Member number



Email

Phone number

Next

Enter the new user information. All fields are required. The data is based on the primary owner's information on joint accounts.



Protect your account with 2-step verification

Each time you sign in to your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone.



Add an extra layer of security

Enter your password and a unique verification code.



Keep the bad people out

Even if someone else gets your password, it won't be enough to sign in to your account.

Get started!

Enroll in 2-Step verification for an extra layer of online banking security.



Let's set up your phone

Provide a phone number that we have on file. On sign in, this number will be used to contact you with a unique verification code to confirm it's you.

Country
+1

US/Canada

Phone

Next

[NEED HELP?](#)

Enter the phone number that will be receiving all verification codes.



How do you want to get codes?

We will send a one-time code to the phone number you provided. It will be valid for 5 minutes.



Text message/SMS (2FA program)

Message and data rates may apply. Reply HELP for help and STOP to opt out.

[SMS terms](#)

[Privacy policy](#)

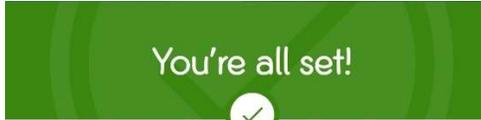


Phone call

Send code

[NEED HELP?](#)

Select how to receive the one time passcode. Alive CU will never ask for that code.



Your 2-step verification was set up successfully

From now on, you can use the code delivered to this phone number from a text message when prompted to verify.

Done

Enter the verification code to receive this confirmation.

User agreement

DIGITAL BANKING TERMS OF USE

Jack Henry & Associates, Inc. ("JH", "our", "we" or "us") is the primary service provider for this online banking platform and mobile device application (the "App") (collectively the "Service"). JH is not the provider of any financial services available to you through the Service, and JH is not responsible for any of the materials, information, or services made available to you through the Service.

By enrolling in or using the Service to access your account at your financial institution (the "Account"), you consent to these terms of use (the "Terms"), which are subject to periodic updates. The Terms are between JH and you, the end user. You agree that JH may notify you of any changes to the Terms through a communication or message through the Service, which will amend and replace the Terms upon your electronic acceptance.

If you are using the Service on behalf of a company or other organization, such company or organization will also be considered a party to the Terms, and you represent and warrant that you have the authority to bind such company or organization to the Terms.

THE TERMS CONTAIN A BINDING ARBITRATION PROVISION IN SECTION 15 THAT REQUIRES THE PARTIES TO ARBITRATE THEIR DISPUTES AND LIMITS YOUR CLASS

Accept

Review/accept the End User License Agreement from our vendor, Jack Henry.



Create credentials

Username

USERNAME RULES

Password



PASSWORD RULES

Next

Create your username and password and "Next." The credentials are shared for joint accounts.

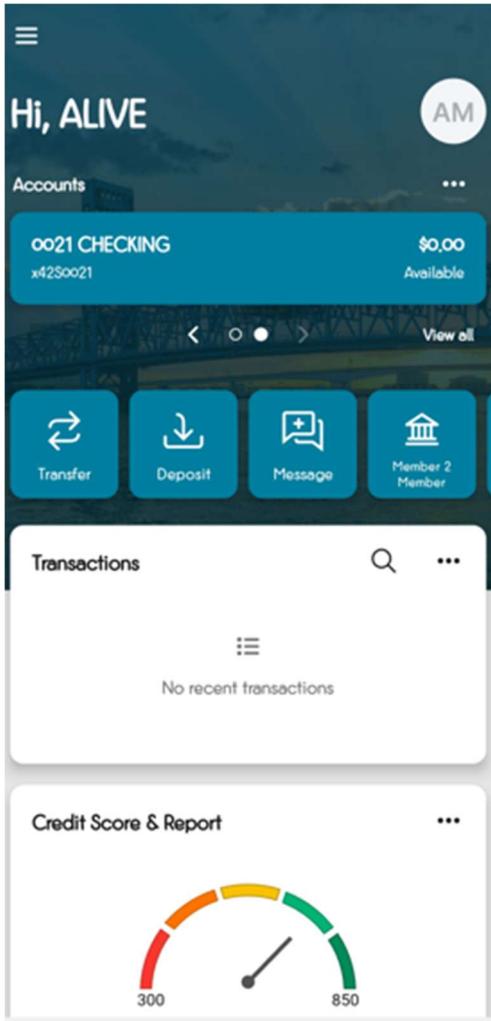


Create passcode for this device

○ ○ ○ ○

1	2	3
4	5	6
7	8	9
	0	⊗

Almost done! Create a passcode for the device. In this step, you may also be prompted to use biometric authentication.



Welcome to your mobile app Dashboard! Explore all of your new features.