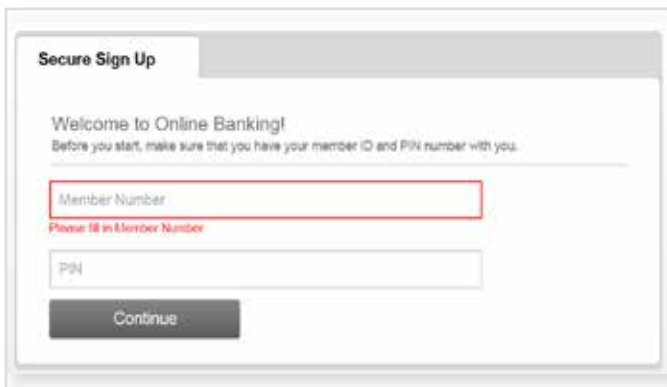


# Where Do I Begin?

## Registering Your Account

### STEP 1 - Enter Your Information

New Online Banking users will go to the login feature on the Orlando Federal website. Click the **Account Setup** link.



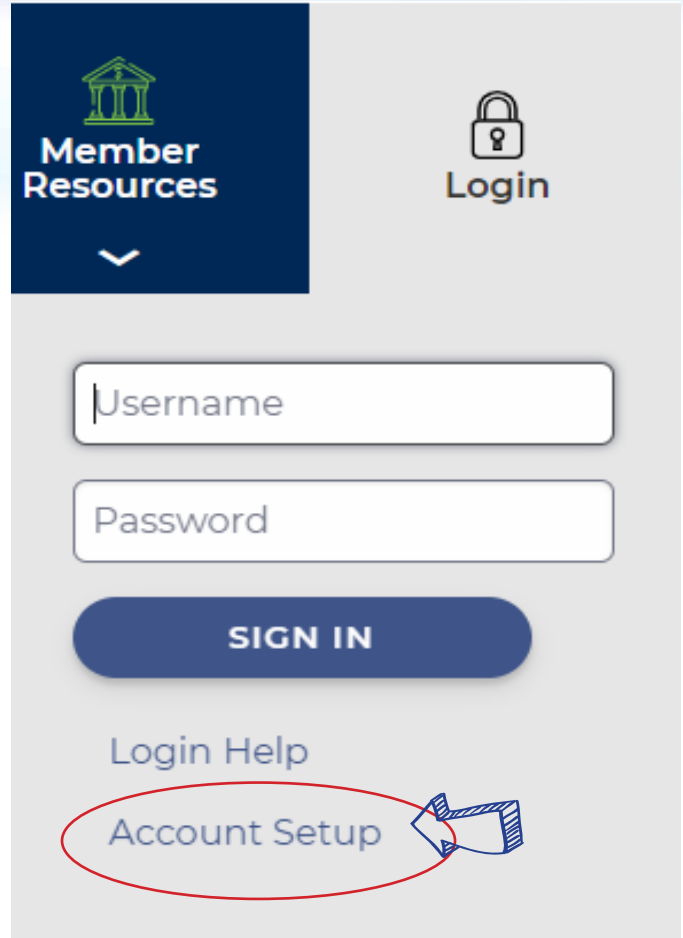
**Secure Sign Up**

Welcome to Online Banking!  
Before you start, make sure that you have your member ID and PIN number with you.

Member Number  
Please fill in Member Number

PIN

Continue



**Member Resources**

Login

Username

Password

**SIGN IN**

Login Help

Account Setup

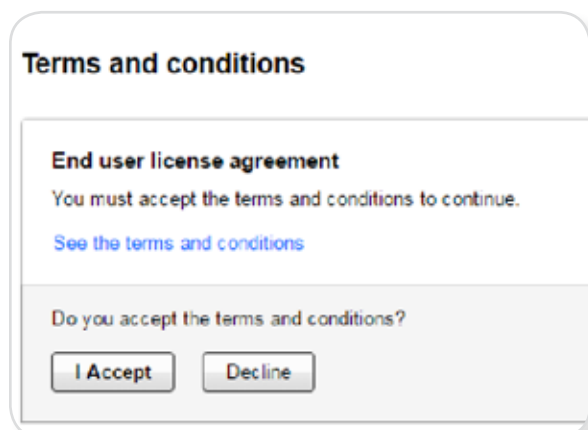


The **first time** you log in to Online Banking, you will use your **Member Number** and the **last 6 digits of the Primary Owner's Social Security Number** as the Password.

**Note:** You will get 3 attempts to log in. After the third failed attempt, your account is locked; you must contact Orlando Federal to have it unlocked.

### STEP 2 - Accept Terms

Accept the terms and conditions.



**Terms and conditions**

**End user license agreement**  
You must accept the terms and conditions to continue.  
[See the terms and conditions](#)

Do you accept the terms and conditions?

## STEP 3 - Setup Your Username and Password

You will be prompted to create your new username and password, as well as enter and verify certain information.



### Username and Password Tips

#### Username Requirements

- Usernames must be a minimum of 6 characters.
- Usernames can not be all numbers.

#### Password Requirements

- Passwords must be 6-32 characters and are case sensitive.
- Passwords must contain at least 2 of the following categories: letters, numbers any special characters.
- Passwords cannot contain part of the username or contain spaces.
- Passwords do not expire and can be reused.

## STEP 4 - Verify Your Computer

For security purposes, your computer must be verified. To do this you can choose to have the verification code sent via phone, email or text. Keep in mind that forgotten passwords can only be retrieved via phone, not email, so one registered phone number is recommended.

Once the phone number or email for verification purposes has been set up, a verification code will be sent to the designated device or account for the member to enter. The verification code will consist of six (6) random digits and expire within ten (10) minutes.

Enter the code to verify your device.



After verifying your account, you will be asked to register your computer or device. If it is a private computer or device, you may have to register it. If it is a public computer or device, **DO NOT** register the device - you will need to verify the account each time you use a public computer.

## Step 5 – Begin Using Online Banking

Once you complete the initial login process, you can begin to use the new Online Banking features – your Orlando Federal account information will appear on the screen and you will be able to make transactions.

**Questions about logging in? Call us at 407.835.3500 or Toll Free 1.800.953.4567**

# Problems logging in?



No worries, problem solved!

## STEP 1 - Select the "problems logging in" option on the login box.

No need to call our office. If you have forgotten your password or username, you can set yourself back up with just a few easy steps. Just select the "Login Help" option on the user login box.

Member Number

Last 6 Digits of SSN

**SIGN IN**

Login Help

Account Setup

## Can't access your account?

Provide the following information and we'll send you a temporary password.

Phone number

+1 (000) xxx-xxxx

This phone number must be already added to your account.

Username

Send me a new password

Cancel

[I forgot my username](#)

## STEP 2 - Forgot Password

If you have forgotten your password, all you need is your phone number you registered with your account and the username you currently use. It's that simple.

## STEP 3 - Forgot username

If you have forgotten your username and password, you can press the forgot username on the box. You will then be asked to enter the email address you used when signing up for online banking.

## Forgot your Username?

Enter the email address you use for online banking and we'll email you your Username

Email

Incorrect email format

This email address must be already added to your account.

Send

Cancel

