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 Credit Union website. Click the Account Setup link.

Pro Tip
The first time you log in to Online Banking:
Members who opened their account before 12/20/2019 will use their Member Number and the last six digits of the Primary Owner’s Social Security Number as the Password.
Members who opened their account after 12/19/2019 will use their Member Number and the Primary Owner’s full Social Security Number as the password.

STEP 2 - Accept Terms
Accept the terms and conditions.

Note: You will get 3 attempts to log in. After the third failed attempt, your account is locked; you must contact Orlando Credit Union to have it unlocked.
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 8-32 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.

Pro Tip

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 Credit Union 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
STEP 1 - Select the “Login Help” 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.

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.

No worries, problem solved!
Setting Up Your Bill Pay

Step 1 – Setting Up Bill Pay
Sign up for Bill Pay from your desktop, mobile device or tablet.

Step 2 – Using Bill Pay
Start using Bill Pay — set up new payees, schedule bills, get eBills and more. Click the "add payee" option to add new bills. You can search from a list of existing payees or set up an entirely new payee. You will need the account number, complete address, and/or phone number.

Other nifty options in online banking

My settings. To change your personal information such as update contact information, email address, username or password, select the my settings option at the top of the online banking home page.

Help. Get to know the features you have available to you in online banking by pressing this option in the upper right hand corner.

Support. Send a secure message message via online banking to a representative in our contact center.

Apply for a Loan. To complete an online loan application in online banking securely.