



## New Account Registration

This is the registration process for new Members who would like to use Navigator's Online and Mobile Banking.

### SELF-ENROLLMENT PROCESS

Members can register for online banking via a desktop computer by visiting [online.navigatortcu.org](https://online.navigatortcu.org) or on the Navigator mobile app. On the login screen, click on the "[Register with Online Banking](#)" link to begin registration.

### REGISTRATION

To set up the profile, you will need to complete four steps:

1. **Personal Info.** The primary account holder should enter their first name, last name, full Social Security Number (SSN), and their date of birth and full 10-digit member number.  
\*\*Contact Navigator if you are not sure of this information.

A screenshot of the Navigator Credit Union login interface. It features a white background with a light blue header. The title "Login" is at the top. Below it are input fields for "Username" and "Password". A "Remember Username" toggle switch is present. A red "Login" button is centered. Below the button is a link "Forgot your username or password?". At the bottom, a yellow button with a person icon and the text "Or, Register with Online Banking" is highlighted.A screenshot of the "Personal Info" registration form. The form has a light blue header with the title "Personal Info" and a close button (X). Below the header is a red progress bar. The form contains five input fields: "First Name (leave blank if Business)", "Last Name/Business Name", "Social Security Number" (with a magnifying glass icon), "Date of Birth/Certificate of Formation Date" (with a calendar icon and "MM/DD/YYYY" format), and "Member Number". At the bottom are two buttons: a red "NEXT" button and a grey "CANCEL" button. Below the buttons is a light blue footer with a speech bubble icon and the text "Need more assistance? Click to call 800-344-3281".

2. **Authenticate.** The next step requires authentication via a six-digit one-time passcode. Please select the delivery method you would like to receive the passcode.

← Back to Login

## Welcome Back

Updates have been made to digital banking. Please verify your identity and update your password.

1 Personal Info 2 Authenticate 3 Select New Password 4 Legal Agreements

### Security Validation

To protect the security of your account please select a delivery method for your validation code, then enter the 6-digit number to continue.

Delivery Method

- Text Message
- Voice Message
- Email
- From Call Center

Once you receive your One Time Passcode via the method you selected, please enter it into the Verification Code field and click "Next."

- 3. Create a Username and Password.** You will be prompted to create a username and password that meet the minimum requirements:

## Online Banking Registration

1 Personal Info 2 Authenticate 3 Username & Password 4 Legal Agreements

Username

Must be 8-32 characters long (must contain at least one letter & one number and cannot include special characters).

Password Confirm Password

Must be 8-32 characters long, contain at least one letter, one number, and one special character.

Register

- **USERNAME Requirements:**
  - Must be 8 – 32 characters in length;
  - Must contain one letter;
  - Must contain one number; and
  - NO special characters
- **PASSWORD Requirements:**
  - Have between 8-32 characters;
  - Contain at least one number;
  - Contain at least one lowercase letter;
  - Contain at least one uppercase letter; and
  - Contain at least one of the following special characters:

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Once you've created your new username and password, click "Register."

4. **Accept Terms and Conditions.** You will then be prompted to review our terms and conditions. If you agree to the terms and conditions, please check the "I agree to the terms and conditions" box and click "Submit."

The screenshot shows a web interface for digital banking registration. At the top left is a link "Back to Login". Below it, the heading "Welcome Back" is followed by the text "Updates have been made to digital banking. Please verify your identity and update your password." A progress bar with four steps is shown: "1 Personal Info", "2 Authenticate", "3 Select New Password", and "4 Legal Agreements", with the fourth step being the active one. Below the progress bar is the section "Online Banking Terms & Conditions" which contains a large text area labeled "Sample Registration disclosure". At the bottom of the form is a checkbox labeled "I agree to the terms and conditions" and a red "Submit" button.