

Setting Up eBranch for the First Time

Follow the steps below to quickly set-up your online solution for banking.

Once you are set up you can log-in via www.eBranch.CUofGA.org, eMobile or www.CUofGA.org.

STEP 1: Visit www.CUofGA.org. Click SIGN-UP in the grey box under the Credit Union logo and eBranch login.

STEP 2: Review the Credit Union of Georgia Online Banking Electronic Consent Agreement. Click I Agree.

STEP 3: Enter your Social Security Number (SSN) without any spaces, your 5 digit Member Number and the email address you provided at account opening. Click Continue.

STEP 4: Enter your First Name, Last Name, Street Address, City, State, Zip and Date of Birth (MM/DD/YYYY) exactly how you provided it at account opening. Click Submit.

STEP 5: You will then be prompted to send a verification email to your email address on file to confirm your email address is correct. Click Send Email Verification.

STEP 6: Login to your email account and open the email from ContactUs@CUofGA.org with the subject CREDIT UNION OF GEORGIA Automated Online Enrollment Verification Email. Click on the link within the email to verify your email address.

STEP 7: Select an eBranch User Name/ID that you will use every time you login to your account. Your eBranch User Name/ID must be unique (if someone else has already selected that eBranch User Name/ID the system will not allow another user to have the same eBranch User Name/ID. This is similar to creating an email address– no duplicates are allowed). Your eBranch User Name/ID must be 4 – 12 characters and must begin with an alpha character. For security purposes, do not use personal data for your eBranch User Name/ID, such as your name, social security number or birthdate. Also, do not use commonly used words such as “password”, “online banking” or consecutive or repetitive characters, such as “1234” or “aaaa”. Click Continue.

STEP 8: Your eBranch User Name/ID and Temporary Password will now display on the screen, please print or write this information down. Click Login.

STEP 9: Review the Credit Union of Georgia Online Banking Electronic Consent Agreement. Select I Agree and Accept.

STEP 10: Enter your temporary password and create a new password followed by re-entering your new password. Your new password must be 4 – 10 characters, using any combination of letters and/or numbers (A-Z, 0-9). Special characters may also be used except for the “@” symbol. Click Continue.

STEP 11: Choose a Personal Identification Image/Watermark. Click Submit. A screen explaining Credit Union of Georgia’s eBranch Security Features will display. Click Continue.

STEP 12: Select three verification questions. Answers are not case-sensitive. Click Submit.

STEP 13: Verify your responses are correct, please print or write this information down! Click Confirm. You will then be notified the Security Settings have saved. Click Continue.

STEP 14: Enter or update your email address followed by a password reset question and answer in the fields provided. Click Submit.

STEP 15: A screen will pop up to verify your information is up to date. Select Make Updates or click No Updates depending upon which is applicable.



CREDIT UNION
OF GEORGIA

Congratulations! You are now successfully set-up to begin using eBranch!

If you need any assistance logging into eBranch for the first time, please contact us at 678-486-1111 | ContactUs@CUofGA.org or visit any branch location.