

# mcu@home Registration and Sign In

Step 1. Go to <https://hb.missouricu.org/> and Click **Not Registered** hyperlink next to the Username field.

## Sign In – Welcome to Missouri Credit Union

Username:	<input type="text"/>	<a href="#">Not Registered?</a>
<input type="button" value="Sign In"/> <input type="button" value="Cancel"/>		

For security reasons, please never share your username, password, social security number, account numbers or other private data.

Step 2. Input account number, last four digits of social security number, birthday and YES.  
NOTE: Use only primary member credentials not joint member credentials.

## Register – Enter Primary Account Holder Information Step 1 of 6

Base Account Number:	<input type="text" value="0012345678"/>	typically 2-10 digits
Social Security Number:	<input type="text" value="1234"/>	last 4 digits only – Example: 1234
Birthday:	<input type="text" value="03/22/1978"/>	mm/dd/yyyy – Example: 03/19/1981
Accept:	<input type="text" value="YES"/>	Type YES to accept <a href="#">MCU Terms and Conditions</a> .
<input type="button" value="Start"/> <input type="button" value="Cancel"/>		

[Sign In](#) [Register](#) -- [Forgot Username?](#) [Forgot Password?](#) [Forgot Answers?](#) [Forgot Everything?](#) -- [Locked?](#)

Step 3. You will see the **Send Registration Passcode** screen that indicates the passcode will be sent to your email address on record. You will select your email address from the prefilled dropdown menu, then click **Send Passcode**.

### Register – Send Registration Passcode Step 2 of 5

<b>Registration Passcode:</b>	<div style="border: 1px solid black; background-color: #fff9c4; padding: 2px;">-- Send Method --</div>
<p>For your security, a passcode is required to complete this process. The 6 digit passcode will be sent to your selected email. Once you receive this passcode, enter the 6 digits on the next page.</p>	
<b>NOTES:</b>	<ul style="list-style-type: none"><li>• This passcode is valid for 10 minutes.</li><li>• Passcodes will be sent from no-reply@missouricu.org.</li></ul>
<div style="display: flex; justify-content: space-around;"><span style="background-color: #00796b; color: white; padding: 5px 15px; border-radius: 3px;">Send Passcode</span><span style="background-color: #00796b; color: white; padding: 5px 15px; border-radius: 3px;">Cancel</span></div>	

If you do not have a valid email address on record, you will see the following screen. Please call the number listed below for assistance.



#### Registration Failed

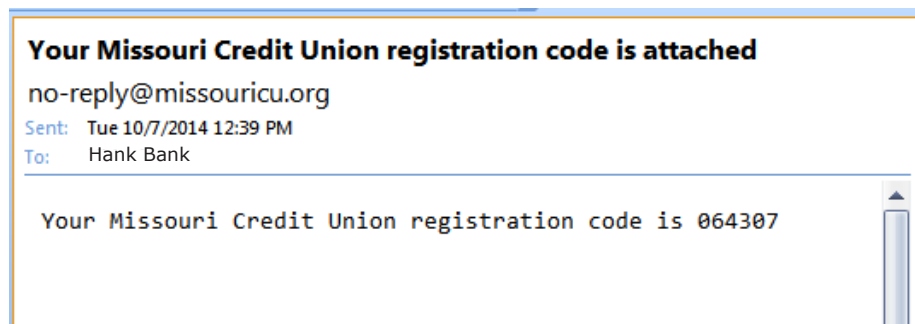
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**Reason:** A valid email address MUST be on file with the credit union to complete registration. Please contact the credit union at 573-874-1477 (Columbia only), 573-635-8007 (Jefferson City only) or 800-451-1477 Toll-free (outside of Columbia and Jefferson City only) to have your information updated.

[Try again](#)

[Sign In](#) [Register](#) - [Forgot Username?](#) [Forgot Password?](#) [Forgot Answers?](#) [Forgot Everything?](#) - [Locked?](#)

Step 4. The email message subject line is **Your Missouri Credit Union registration code is attached**.



Step 5. Input the security passcode in the field and click **Confirm Passcode**.

**Register - Send Registration Passcode** **Step 3 of 6**

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<b>Registration Passcode:</b>	<input type="text" value="064307"/>	Resend passcode to <a href="mailto:kkangaroo@missouricu.org">kkangaroo@missouricu.org</a>
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For your security, a registration passcode is required to complete the registration process. This 6 digit passcode will be sent to your selected email. Once you receive the passcode, enter the 6 digits on the next page.

**Notes:** This passcode is valid for 10 minutes.

[Sign In](#) [Register](#) -- [Forgot Username?](#) [Forgot Password?](#) [Forgot Answers?](#) [Forgot Everything?](#) -- [Locked?](#)

Step 6. Input your Username, password and confirmation password

**Register - Setup your Username and Password** **Step 4 of 6**

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**Account Number:** 0012345678

**Last Name:** BANK

<b>Set Username:</b>	<input type="text" value="hankbank"/>	<a href="#">show username rules</a>
<b>Setup Password:</b>	<input type="text" value="password"/>	<a href="#">show password rules</a>
<b>Confirm Password:</b>	<input type="text" value="password"/>	confirm your password

**You must complete the entire preparation process.**  
If you do not complete the process, you will need to start over.

Step 7. You select and answer security questions.

## Register - Setup your Security Questions Step 5 of 6

**Account Number:** 0012345678

**Username:** hankbank

**Last Name:** BANK

**Security Question 1:**

**Answer:**

**Security Question 2:**

**Answer:**

**Security Question 3:**

**Answer:**

**Notes:** \* Challenge answers are not case sensitive.

**You must complete the entire preparation process.**  
If you do not complete the process, you will need to start over.

A full list of security questions is displayed to the right for your review. Once a security question is used, a ~~strikethrough~~ marking will occur to indicate it is not available for the 2nd or 3rd choices.

- What is the name of your oldest niece/nephew?
- What is the middle name of your oldest child?
- What is your oldest sibling's middle name?
- What street did you live on in third grade?
- What is maternal grandmother's first name?
- In what city or town was your first job?
- What is the last name of your favorite teacher?
- What was your favorite place to visit as a child?
- What is your spouse's mother's maiden name?
- What was the first concert you attended?
- In what city did you celebrate New Year's Eve 1999?
- What is your favorite book?
- What was your first phone number?
- What was the name of your first pet?
- What was your first car?

Step 8. Input security phrase and select security picture.

## Register - Setup your Security Phrase and Image Step 6 of 6

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**Account Number:** 0012345678





**Username:** hankbank

**Last Name:** BANK

**Security Phrase:**  a personal message -- Example: Gone fishing

**Security Picture:** Click on an Image below to select your Security Picture.

More picture choices  
Next  
Previous

 <input type="radio"/> Background	 <input type="radio"/> Blue Mountain
 <input checked="" type="radio"/> Closeup Clock	 <input type="radio"/> Closeup Leaf


**You must complete the entire preparation process.**  
If you do not complete the process, you will need to start over.

Step 9. Wait...process will setup your account.

### Register - Setting up your Account - Please wait ...

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**Working:** Please wait while we complete your setup.  
This may take up to 5 minutes to complete...




**You must complete the entire preparation process.**  
If you do not complete the process, you will need to start over.

**Please do not refresh or navigate away from this page.**

Step 10. Account Summary page will appear.

Home Set Home Profile Messages ● Welcome HANK ● Sign Out



Accounts Transfers Loans Check Services e-Statements e-Alerts Self-Service Dashboards BillPayer Profile

Account Summary | History | Income | Expense | Checks

Search Transactions:  Search [How do I search?](#) [Recent searches](#)

### Account Summary

Options Edit

#### Deposit Accounts

Actions	Account	Type	Number	Available	Balance
	SAVINGS	Savings	XXXXXX5678-S00	\$18,450.78	\$18,450.78
	YOUR MONEY WITH PERKS	Checking	XXXXXX5678-S90	\$4,804.42	\$4,804.42
				Deposit Accounts - Sub Total:	\$23,255.20

#### Loans and Credit Cards


Actions	Account	Type	Number	Available	Balance
	LINE OF CREDIT - FIXED <a href="#">make a payment - due 5/31/2014</a>	LOC	XXXXXX5678-I90	\$2,500.00	\$0.00
				Loans and Credit Cards - Sub Total:	\$0.00

#### Account Summary Total

All Accounts Total: \$23,255.20

Step 11. To log out of mcu@home, click on the Sign Out (top right corner of screen).

Home Set Home Profile Messages ● Welcome HANK ● **Sign Out**




Accounts Transfers Loans Check Services e-Statements e-Alerts Self-Service Dashboards BillPayer Profile

Account Summary | History | Income | Expense | Checks

Step 12. When signed out this is the display you will see.

Sign In Register



**You have signed out of mcu@home**

Thanks, come back soon! Return to [missouricu.org](http://missouricu.org)

Come back soon!

For assistance please call:

- (573) 874-1477 (Columbia)
- (573) 635-8007 (Jefferson City)
- (800) 451-1477 Toll-Free (Outside Missouri)

[Sign In](#) [Register](#) -- [Forgot Username?](#) [Forgot Password?](#) [Forgot Answers?](#) [Forgot Everything?](#) -- [Locked?](#)

The next time you access mcu@home, you will see this screen. Begin your log in process by inputting your **Username** and then click **GO**.

Find a Location Contact Us Search

missouri CREDIT UNION LOAN CENTER MONEY CENTER WHY MCU

MCU@Home Banking Login hankbank GO

Verify security phrase, security picture and then input your password. Click **Next**.

### Sign In - Check your Security Information, then enter your Password

**Security Phrase:** Hank is my friend!

**Security Picture:** 

**Don't Recognize this Picture?**

- You may have entered an **incorrect username**
- You may not be at the genuine Missouri Credit Union site

**Security Information:** This security phrase and picture are known only to you. When you see the proper security phrase and picture, you know that you are visiting the proper site. In the future, if you do not see your security phrase and picture, then do not continue.

**Password:**  [Forgot Password? Start Over](#)

Answer one of the three security questions. Click Yes on Remember Computer? only if you are NOT on a public computer and do NOT want to see this screen again. Click **Next**. NOTE: Below screenshot shows both **explain** hyperlinks clicked so you can see hidden content.

## Sign In - Answer Security Question

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**Question:** What is the middle name of your oldest child? explain

This security question is being asked because we do not recognize this computer. By asking this additional security question, we are helping to ensure that your session is secure.

**Answer:**  Forgot Answer?

**Remember Computer?**  Yes  No explain

Only check "remember this computer" if you are using a private computer, your home or office. If you are using a public computer, DO NOT check "remember this computer". Examples of public computers include libraries, internet cafes, and hotel computers.

Account Summary appears. NOTE: Last login time appears below the menu in a yellow highlight.



Accounts	Transfers	Loans	Check Services	e-Statements	e-Alerts	Self-Service	Dashboards	BillPayer	Profile
Account Summary	History	Income	Expense	Checks					

● Last successful Sign In at 05/06/2014 09:15:00 AM - no failed Sign Ins since then - [view Sign In History](#).

Search Transactions:   [How do I search?](#) [Recent searches](#)

### Account Summary

Options  Edit

#### Deposit Accounts

Actions	Account	Type	Number	Available	Balance
	SAVINGS	Savings	XXXXXX5678-S00	\$18,450.78	\$18,450.78
	YOUR MONEY WITH PERKS	Checking	XXXXXX5678-S90	\$4,804.42	\$4,804.42
Deposit Accounts - Sub Total:					\$23,255.20

#### Loans and Credit Cards

Actions	Account	Type	Number	Available	Balance