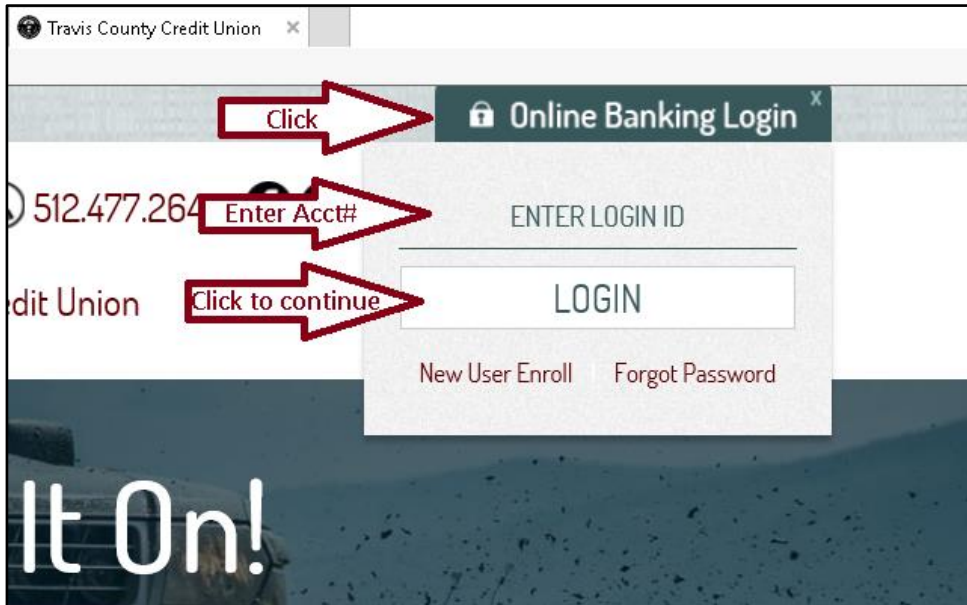


Online Banking – Challenged login for existing user

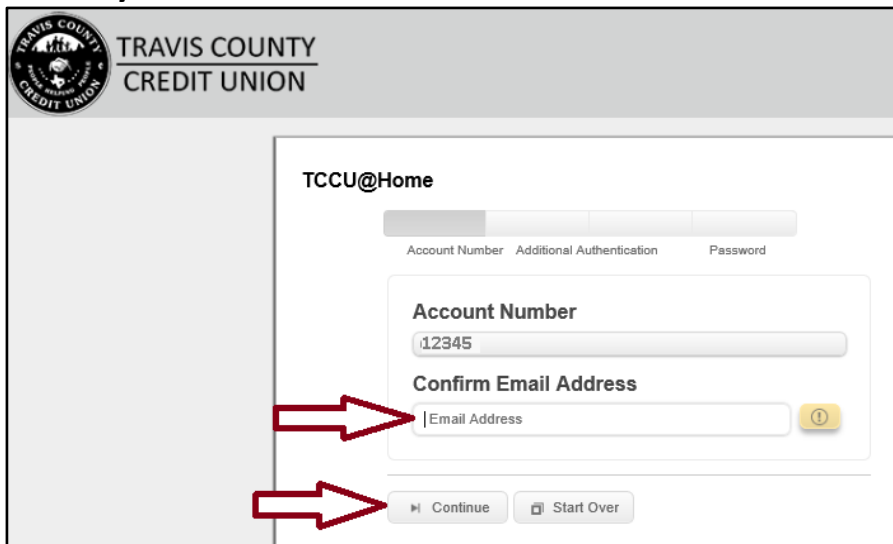
Members logging in from an unrecognized location will be required to:

- Enter your account number
- Enter your email address
- Enter your password
- Verify your 'Confidence Word'
- Answer your Challenge Questions
- Enter your password

Step 1: Enter your account number



Step 2: Enter your email address



Step 3: Answer one of your selected Challenge Question

The screenshot shows the TCCU@Home login interface. At the top left is the Travis County Credit Union logo. The main header reads "TRAVIS COUNTY CREDIT UNION". Below this, the page title is "TCCU@Home". There are three input fields for "Account Number", "Additional Authentication", and "Password". The "Account Number" field contains "12345". Below the input fields, the text reads "Please Answer the Following Challenge Question(s)". A text input field contains "First company for whom you worked?". Below this, there are two buttons: "Continue" and "Start Over". At the bottom, there are two radio button options: "This is my Personal or Business Computer (Save security token on this computer)" and "This is a Public Computer (DO NOT Save security token on this computer)".

1. Answer your selected question

3. Continue

2. Choose if this is a personal or public computer

Step 4: Visually verify your Confidence Word and enter your password

The screenshot shows the TCCU@Home login interface. At the top left is the Travis County Credit Union logo. The main header reads "TRAVIS COUNTY CREDIT UNION". Below this, the page title is "TCCU@Home". There are three input fields for "Account Number", "Additional Authentication", and "Password". The "Account Number" field contains "12345". Below the input fields, the text reads "Your Confidence Word is". A text input field contains "My Word". Below this, the text reads "Please Enter Your Password". A password input field is shown with a vertical cursor. At the bottom, there are three buttons: "Log In", "Start Over", and "Forgot your password?".

Verify your Confidence Word

Enter Password

Click to log in

If you do not recognize the Confidence Word, stop and call the credit union