



SETTING UP ONLINE SERVICES

Step 1: Establish your TELLERphone PIN

When you're offline but need immediate access, use TELLERphone to manage your account 24 hours a day. With a simple phone call, you'll be able to check your account balances, track transactions, make loan payments, transfer money between accounts, and process credit advances.

You will need to set up your TELLERphone PIN to be able to enroll in Online Banking. Do not share your PIN with anyone.

- 1) call the automated line at **602.631.3200**, and select **option #2**
- 2) enter your new **account number** when prompted
- 3) answer questions to **verify** your personal information
- 4) you will be instructed to **establish a PIN** (4-digit)

Step 2: Register for Online Banking

- 1) visit **www.cuwest.org**
- 2) in the Online Banking box, click **New User**
- 3) enter your new Credit Union West **account number**, the **random code**, and the **TELLERphone PIN** you selected
- 4) you will be prompted to **complete the setup** of your new Online Banking profile

Step 3: Enroll in eStatements

eStatements will not send account information to your email address, but will send you an email notifying you that your statement is ready to view securely within Online Banking.

If you previously received eStatements from Desert Medical, you will need to re-enroll for eStatements through Credit Union West's Online Banking.

- 1) log in **Online Banking**
- 2) click the **Online Services** tab, then select **eStatements**
- 3) follow the prompts to finish enrolling in eStatements

Step 4: Set up Transfers

If you previously had automatic transfers set up through Desert Medical Online Banking, they will need to be reestablished with Credit Union West.

- 1) log in **Online Banking**
- 2) click **Accounts**, then select **Transfer**
- 3) follow the prompts

We are here to help! If you need assistance setting up any of your online services, call **602.631.3200** or **800.621.0287** (outside of Maricopa County) to speak with a friendly representative.