



**Q: How do I re-enroll into the new online banking?**

The step-by-step process is quick and simple. **Recommended web browsers are Chrome, Edge, and Firefox.** You will need to have the following information to enroll:

- Member Number
- Social Security Number
- Date of Birth

**STEPS TO ENROLL:**

**Step 1:** Go to [directionscu.org](http://directionscu.org). Then click "Login."

**Step 2:** Click "Enroll"

**Step 3:** Enter your:

- Member Number
- Social Security Number
- Your Date of Birth

**Step 4:** Choose a username and password by following the required specifications listed.

**Step 5:** Click to agree to the terms and conditions and then click the "I'm not a robot" box.

**Step 6:** Click "Submit," and you're done.

You are now enrolled in Directions' new online banking system!

**Q: What if I have multiple Primary Accounts, and each has its own Online/Mobile Usernames and Passwords?**

Because our upgraded system is person-centric, not account-centric, the username and password you use to "log in" the first time to the new online or mobile banking will be the one that will permanently be kept. When you sign in, you will see all of your accounts, and you no longer need to have multiple usernames and passwords for your multiple primary accounts.

**Q: What about "Joint" Memberships?**

All members, primary and joint, can now create an online banking login for their SSN. Every person can get their own unique username and can have their own access to any account they can transact business on; joint accounts, kids accounts, business accounts, etc. Joint and single accounts will all show up under YOUR OWN USERNAME.

- If you have multiple member numbers where you are the primary owner, all accounts will now appear behind a single username.



- If you are primary on one member number and joint on another, they will now also appear behind a single username.
- If you are solely a joint member, you can now have your own username and will only see those specific accounts where you have a joint role.

**Q: How do I Transfer Money in Online Banking?**

With our new online and mobile banking platform, you can make the following types of transfers:

- Internal: Move money within your Directions Accounts
- External: Move money to and from your accounts at another financial institution
- Contact: Send money to a friend (Person to Person) using an email or text message

**To transfer money in online banking**, look for the Transfer Money Menu button along the top of your dashboard. **To set up External Accounts and Contacts**, click My Finance and select My Recipients.

**Q: How do I transfer money to another DCU member in online banking?**

Before you can transfer funds to another DCU member, you must first set up the person as your "Contact." With the new online banking system, a "Contact" is another DCU member.

Select "My Finance" at the top of the menu on the desktop.

Choose "Contacts" and then click "Send Invite." Enter the email or cell phone number to invite the individual to your transaction list. That person will then have to approve the invitation and enter their Share ID. The Share ID is the 4-digit number that comes after the "S" or "L" of the account you want the money to go to.

Once the Contact approves their invitation, here's how to transfer money to them:

1. Select "Transfer Money" from the top of the menu panel on desktop or the "plus sign" on mobile.
2. Choose the account where you'd like to take the money from.
3. Select the Contact you wish to send the funds to and click "continue."
4. Choose the amount, the date to transfer the funds, and the frequency. Then click "continue."
5. Review your transactions and select "continue" again to complete the process.

**Q: How do I transfer money to someone at another financial institution in online banking?**

1. Select "My Finance" at the top of the menu on the desktop
2. Choose "Contacts" and then click "Send Invite." Enter the email or cell phone number to invite the individual to your transaction list. That person will then have to approve the invitation and enter their account number and financial institution's routing number.

Once the Contact approves their invitation, here's how to transfer money to them:

1. Select "Transfer Money" from the top of the menu panel on desktop



2. Choose the account where you'd like to take the money from.
3. Select the Contact you wish to send the funds to and click "continue."
4. Choose the amount, the date to transfer the funds, and the frequency. Then click "continue."
5. Review your transactions and select "continue" again to complete the process.