

New VIRTUAL BRANCH UPDATE

EXISTING H&E ONLINE USERS



Serving our customers for over 50 years



ONLINE BANKING



[Login](#)

[Need to Enroll?](#)
[Forgot Password?](#)

[Privacy Policy](#)

[Calculators](#)

[Newsletter](#)

[Outside Links](#)

[LOST CARD INFO](#)

Hours of Operation are 10:00 am to 3:00 pm until further notice.

Start A New Adventure

~ We Offer Competitive Loan Rates ~

- Auto
- Mortgage
- Holiday
- Personal
- Home Equity

[Click for info](#)

The banner features a red and yellow hot air balloon on the right side, floating above a red ribbon that contains the text 'Start A New Adventure'. Below the ribbon, the text '~ We Offer Competitive Loan Rates ~' is written in a decorative font. At the bottom, there are five loan categories listed with hyphens: - Auto, - Mortgage, - Holiday, - Personal, and - Home Equity. A small banner at the bottom right says 'Click for info'.

New VIRTUAL BRANCH UPDATE

EXISTING H&E ONLINE USERS

When we go live on **2/15/2024**, you will be asked to login to our new online platform VIRTUAL BRANCH!

You will still access your account online the same way that you have for years. However, you will be directed to a new link! If you have our online account access saved in your favorites or you access your account through a saved or "bookmarked" favorite on your computer. Please update this to reflect the new website. We will be providing this link closer to the go live date of **2/15/2024**.

You will be brought to our new page which will look like this:

The screenshot shows the login interface for H&E Telephone & Federal Credit Union. The page title is "Virtual Branch Online Banking". It features a "Logon ID:" field, a "Security Code:" field, and a "LOG ON" button. Below the fields are links for "Enroll" and "Forgot Security Code". A red box with a white "X" over the "Enroll" link contains the text "DO NOT Click 'ENROLL'".

Callouts provide the following information:

- LOGON ID (MEMBER ACCOUNT NUMBER)**
LOGON ID MUST NOW BE A MINIMUM 6 DIGITS
OLD USER ID: 9462 → NEW USER ID: 009462
PLEASE NOTE: '00' MUST be added BEFORE the OLD User ID
- SECURITY CODE (LAST 4 DIGITS OF YOUR SSN)**

At the bottom of the page, there are logos for NCUA and the Equal Housing Lender, along with the text "Toledo Police Federal Credit Union" and "Toll Free Number: 1-866-467-0101". A copyright notice for 2021 Fiserv, Inc. is also present.

IMPORTANT: If you are an existing H&E Online User, we took the liberty of **pre enrolling** you in the new platform.

New VIRTUAL BRANCH UPDATE *EXISTING H&E ONLINE USERS*



UPDATE LOGON ID/USER ID

Your LOGON ID/USER ID must be updated before continuing.

NEW Logon ID/User ID

 ?

CONFIRM NEW Logon ID/User ID

Continue

[cancel](#)

NEW LOGON ID

LOGON ID MUST BE BETWEEN 6-20 CHARACTERS

NOTE: Your LOGON ID must *NOT* be:

- your Member Number
- SSN
- email address.

EXAMPLES: JSmith1234 -OR- JSmith1234@#!

New VIRTUAL BRANCH UPDATE

EXISTING H&E ONLINE USERS

H&E Telephone
Federal Credit Union

Change Security Code/Password

You must change your security code/password before continuing to online banking.

CURRENT Security Code/Password

NEW Security Code/Password

CONFIRM NEW Security Code/Password

[cancel](#)

CURRENT SECURITY CODE/PASSWORD
THIS IS THE LAST 4 DIGITS OF YOUR SSN

NEW SECURITY CODE
(YOUR NEW PASSWORD)
THIS IS **NOT** THE LAST 4 DIGITS OF YOUR SSN

This **MUST BE**
9-16 CHARACTERS
and must contain the below:

- 1 Uppercase letter
- 1 Lowercase letter
- 1 or more numbers
- Special Characters

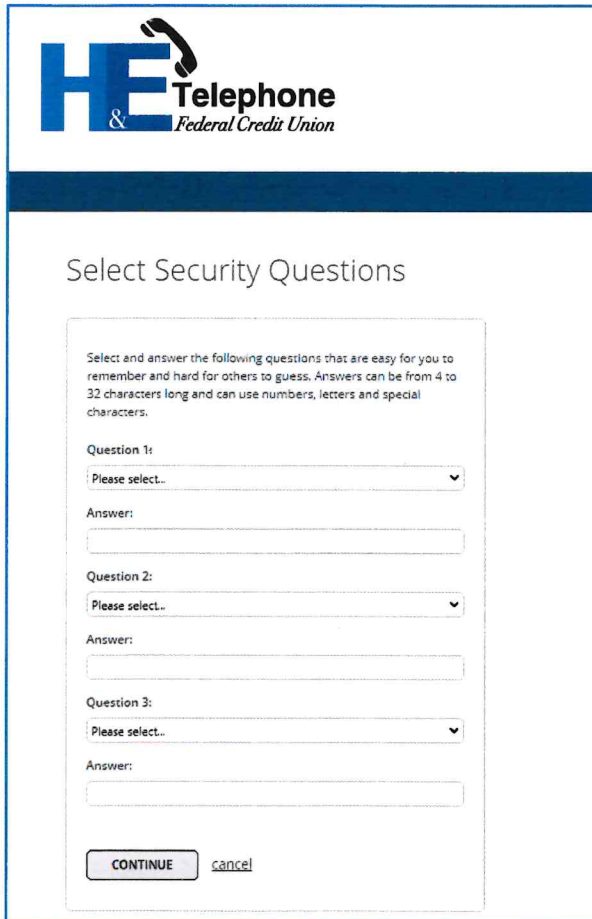
EXAMPLES:
ABC123abc OR ABC123abc!@#

Select "Next"

New VIRTUAL BRANCH UPDATE

EXISTING H&E ONLINE USERS

You will then be prompted to select your security questions. These will be used for security verification and password recovery. There are various questions for you to select from. Please select 3 security questions and provide the answers.



The screenshot shows the H&E Telephone Federal Credit Union logo at the top left. Below the logo is a dark blue horizontal bar. The main heading is "Select Security Questions". Below this is a text box containing instructions: "Select and answer the following questions that are easy for you to remember and hard for others to guess. Answers can be from 4 to 32 characters long and can use numbers, letters and special characters." There are three question sets, each with a dropdown menu for the question and a text input field for the answer. At the bottom of the form are two buttons: "CONTINUE" and "cancel".

H&E Telephone
Federal Credit Union

Select Security Questions

Select and answer the following questions that are easy for you to remember and hard for others to guess. Answers can be from 4 to 32 characters long and can use numbers, letters and special characters.

Question 1:
Please select...
Answer:

Question 2:
Please select...
Answer:

Question 3:
Please select...
Answer:

Answers cannot be the same responses for multiple questions and all answers must be at a minimum of 4 characters each.