

NetBranch Online Banking Instructions

How to Log Into NetBranch Online Banking for the First Time

1. Go to www.hbcecu.com
2. In the top right hand corner, there is a box that says Login ID
3. Put your member number into the box [####00] and click the button that says Login
4. The next page should ask for your password
 - a. To retrieve your temporary password, please follow the instructions in the email that was sent to you
 - b. You will enter your temporary password on this page
 - c. We recommend using Copy and Paste to enter the temporary password
5. The next page should say "Your password has expired. Please enter a new password" (This is where you will change your password)
 - a. Your new password must be at least 6 characters long, contain at least one letter and at least one number
6. Once you have changed your password, the website will prompt you to set up your MFA.
 - a. You will choose a secret picture, a secret phrase, and type the answers to three security questions that you will choose from the drop down list
 - b. You will not be asked for your secret phrase or your secret picture. It will appear prior to logging in so you can be sure it is your account being accessed
 - c. The answers to your MFA security questions are not case sensitive
7. Once this is complete, you will be able to access your account online

Accessing E-Statements on NetBranch Online Banking

1. Log in to your account via www.hbcecu.com
2. When you reach your Home page, notice the six tabs near the top of the page. The tab names are as follows: "Home", "Inquiries", "Transactions", "Services", "User Profile", and "Turbo Tax"
3. Click on the tab titled "Services"
4. Directly below the "Home", "Inquiries" ... tabs, there are four new tabs. These tab names are as follows: "Enrollment", "eStatements", "Bill Pay", and "Special Occasions"
5. Click on the tab titled "eStatements"
6. Find the statement dates you wish to view, then click the "View (PDF)" or "Print Friendly (PDF)" links next to the dates

Transferring Money Using NetBranch Online Banking

1. Log in to your account via www.hbcecu.com
2. When you reach your Home page, notice the six tabs near the top of the page. The tab names are as follows: "Home", "Inquiries", "Transactions", "Services", "User Profile", and "Turbo Tax"
3. Click on the tab titled "Transactions"
4. You will see a section where you can make a transfer from one of your accounts to another.
5. Select from the drop down list the account from which you wish to make the transfer from.
6. Select from the drop down list the account where you want the money to go to
7. Enter the amount you wish to transfer
8. Enter a comment if you wish to do so

9. If you want this transaction to occur regularly, change the Transaction Occurrence from One-Time to scheduled and fill in the information shown
10. Click the Process Transaction button
11. The page will then ask you to review your transfer. If the information shown is correct, click the Confirm Transaction button

Viewing Check Images Using NetBranch Online Banking

1. Log in to your account via www.hbcecu.com
2. When you reach your Home page, notice the six tabs near the top of the page. The tab names are as follows: "Home", "Inquiries", "Transactions", "Services", "User Profile", and "Turbo Tax"
3. Click on the tab titled "Inquiries"
4. Click on the blue underlined heading for your checking account
5. Scroll until you locate the draft number you are looking for
6. If check number is in blue text and is underlined, it is available for viewing. If check number is in black, it is no longer available for viewing
7. Click on the check number you wish to view
8. Image Viewer will pop up with an image of the front and back of your check
9. If the check you are looking for is unavailable for viewing, please contact the Credit Union and we can print a copy for you

Changing Your Mailing Address, Phone Number, or Email Address Using NetBranch Online Banking

1. Log in to your account via www.hbcecu.com
2. Along the top of the page, you will find a row of tabs. Click on the "User Profile" tab.
3. Directly underneath those tabs will be another set of tabs. Click on the "User Preferences" tab.
4. Find the "Personal Info" section on this page and find the link that says "Change Personal Info."
5. You may use this section to change your mailing address, your phone numbers, and your email address. It will be sent directly to our office.

Sending a Message to Our Office Using Netbranch Online Banking

1. Log in to your account via www.hbcecu.com
2. Along the top of the page, you will find a row of tabs. Click on the "User Profile" tab.
3. Directly underneath those tabs will be another set of tabs. Click on the "Messages" tab.
4. If you have received a message from us, it will appear here.
5. If you would like to send us a message, click on Compose.
 - a. Please send us a detailed message, including your name and Member Number
 - b. DO NOT use the Netbranch messages for concerns about your Visa or MasterCard, concerns about potential fraudulent activity on your account, to alert us of your out of country travel, or another urgent concern
 - c. Use Netbranch messages for non-urgent questions and concerns, such as loan and account rate information, changing your address, or ordering checks