ISU Credit Union CUOnline Account Access
Quick Tips Sheet

How to register for CUOnline Account Access

To register, you will need to know your member number and use the last four digits of your social security number. Call the credit union at 812-234-1021 if you have questions.

First time logging in via the website
1. Go to www.isucreditunion.com and login in the upper left hand corner of the page using your member number as the username and password (typically the last four digits of your social security number).
2. Create your personalized username, password, enter your mother's maiden name, and select your country.
3. Review and accept the terms and conditions, then click on Complete Sign Up.
4. Confirm your phone number and email.
5. If this if your first time logging in from your device, a one-time, six-digit verification code will be sent to either your phone or email, whichever you designate. If you are on a private computer, select to register your computer to avoid the verification process in the future. If you are on a public computer, select that you do not wish to register it. Each time you login from a device the system does not recognize, you will be prompted to have a verification code sent to the phone number you provided. You will then be taken to our CUOnline Account Access main page.

First time logging in to CUOnline Account Access via the Go ISUFCU Mobile App
You do not need to do this if you have already logged in from our website; just use your created username and password to sign-in.
1. Download the Go ISUFCU Mobile app in your mobile device's app store. Click on Sign Up in the bottom left corner. You do not need to do this if you have already logged in from our website; just use your created username and password.
2. Enter your Member Number and PIN (set to the last four digits of your social security number).
3. Input/verify your information and Review and accept the terms and conditions.
4. A one-time, six-digit verification code will be sent to either your phone or email, whichever you designate. If you are on a private device, select to register your device to avoid the verification process in the future. If you are on a public device, select that you do not wish to register it. Each time you login from a device the system does not recognize, you will be prompted to have a verification code sent to the phone number you provided.

How to transfer money between ISUFCU accounts

1. Login to CUOnline Account Access.
2. Click the Transfer Funds (Transfers on the mobile app)
3. Choose the accounts you want to transfer funds FROM and TO, enter the amount you want to transfer, and then click Make Transfer or Transfer Funds button. If you wish to use the Memo line, do not use special characters such as @ $! * ' - ". : , + = % ( ). Your transfer will be declined if you use these characters.
4. Verify your transfer and click the Confirm button.

How to sign up for eStatements

1. Login to CUOnline Account Access.
2. Go to Electronic Statements.
3. Review and click Accept on the Disclosure and then choose Next Step.
4. Enter the email address you would like the Statement Notification to be sent.
5. Review the Disclosure and click Accept, then Register.
6. After enrolling, you will receive a notification each time a new e-statement is available for viewing.

How to register for online Bill Payment

1. Login to CUOnline Account Access.
2. Type in the person or company you wish to pay, click Add
3. Fill out the requested account information. You will need your account number and the billing address of the person or business you wish to pay.
4. You are then ready to pay your bill.
5. If you would like to add more than one funding account (the account the bills will debit from), you will need to select Manage Funding Accounts in the I Want To box on the lower right side of the screen.

How to transfer money between ISUFCU account and external financial institutions

1. Login to CUOnline Account Access.
2. In the Transfer Funds menu, click on External Transfer. *This option is not currently available on the mobile app*.
3. Click on Settings then Accounts to set up your external accounts you wish to link and follow the prompts. You must be the primary account holder on the account you are linking. This process will take 2-3 business days to initiate.
4. Once your account is linked, you can go to the Transfer Funds tab in External Transfers to begin your transaction. Select the amount, the TO and FROM accounts and the date for the transaction to occur.
5. Transactions are typically processed within 3-5 business days.

How to make a loan payment from an external financial institution
1. Login to CUOnline Account Access. If you have never set up your CUOnline Account Access, please follow the steps on the front of this sheet.
2. In the Transfers Funds menu, click on Loan Payment (click on Loan Payment in the mobile app menu).
3. Follow the instructions to enter your financial institution's information. You will use the routing number and account number of the financial institution from which the payment will be taken. When logged in on the mobile app, locate Loan Payment in the menu bar. Select Manage External Accounts to get started. You must be the primary account holder on the account you are entering.
4. Select the account you are paying FROM and which loan the payment is being applied TO. Enter your payment amount and date for the payment to initiate processing on.
5. Read the Terms and Conditions.
6. Transactions typically take 1-3 business days to post.