

CU OnLine Quick Tips

There are two ways to access CU OnLine:

HTTP Main Site: <http://www.lbsfcu.org/>

Almost all of the pages on our main site have a login box for CU OnLine.

When you click the GO button, you leave the main site and enter CU OnLine to access your account. If you have trouble logging in this way, the most common reason is that your

Browser security level is set to "High."

Reset the browser security

level to the default level by going to **Tools>Internet Options>Security** and clicking the **"Default level" button**. If you cannot or do not want to change the setting, you can try adding <https://www.lbsfcu.org/> to your **"Trusted Sites."**

HTTPS Direct: <https://www.lbsfcu.org/>

This is the CU OnLine home page.

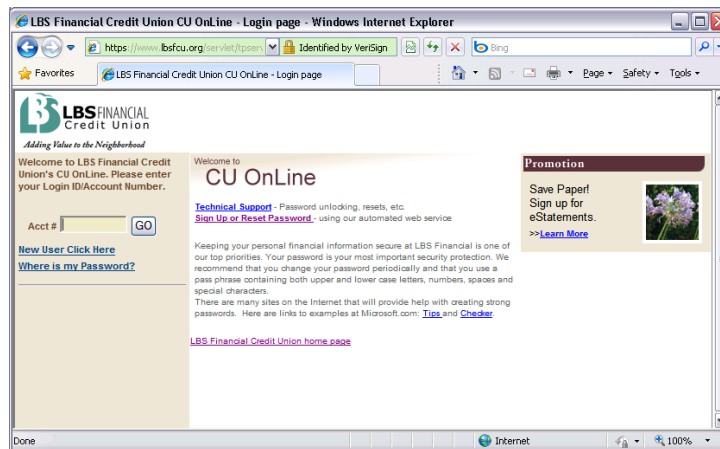
If you are unable to get to the CU OnLine home page, it may be that the Favorite you're using contains invalid elements. For example, `/login/login.jsp` was valid at one time but is not anymore. The same is true of drop down lists, auto complete and History. Click on one of the address links on this page and create a new Favorite.

PassMark Tips

Say goodbye to challenge questions: To eliminate challenge questions, register your computer. Unregistered computers have the option during every login. Do NOT register your computer if you share it with others you can't trust or if the computer is in a public place like an Internet café.

Don't forget the answers to your challenge questions: Entering three incorrect answers to the challenge questions will lock up your account just like using the wrong password. We can unlock your account, but if you don't remember your answers, you'll just lock it again. If we reset PassMark on your account, you will have to repeat the enrollment process. You can view and change your PassMark challenge questions and answers as well as your image and caption any time by going to the *Personal Profile* section in CU OnLine and clicking *Change PassMark*.

Problems setting up PassMark challenge questions? Read the instructions under each item for the minimum and maximum number of characters. Punctuation is not allowed in the challenge answers. If you fail to move forward after clicking the *Preview* button, scroll to the top of the page and read the bold red error text to find out what needs to be corrected.



Additional Tips:

New users must click on the *New User Click Here* link when logging on the first time.

CU OnLine locks up after three failed login attempts. This is for your protection. Remember that passwords are case sensitive. On our main site, click on the **"Sign Up / Reset Password"** link. Correctly provide the information requested and your password will be unlocked and reset.

PassMark is locked when you're asked challenge questions and your answers are not accepted. You need to contact us for assistance.

Update your email address. Visit the *Personal Profile* section and click on *Change E-Mail Address*. You'll need a valid email address in order to sign up for eStatements and to receive eStatement notifications. A valid email address also lets you have your password sent to you when you click the *Forgot Password* link.

Using the Back and Forward buttons in your browser while logged into CU OnLine can result in transactions posting twice! Stick to the menus.

Cookies

Cookies are enabled by default in most browsers (Internet Explorer, FireFox, Safari, etc.). So most users don't need to know what they are. But if you have been unable to register a computer for CU OnLine, or if you can't even log on to CU OnLine, it's probably because your browser settings are blocking cookies.



If you didn't change your settings, you're probably wondering how this happened. Maybe another family member did it thinking it would make your computer more secure. Or maybe a security software program was just installed or updated and it changed your browser settings. The good news is that it's simple to fix.

CU OnLine requires session (temporary) cookies. Session cookies disappear from your computer when you leave the website they came from. PassMark registration requires a first-party cookie. First-party cookies come from the site you're visiting and remain on your computer until you delete them. The "lbsfcu" cookie contains a profile of your computer that the PassMark system matches against its database. If PassMark doesn't find the cookie, it presents challenge questions.

Windows PC

Internet Explorer 6.x, 7.x, 8.x

Choose Tools and then Internet Options
Click the Privacy tab
Click on Advanced
Check "Override automatic cookie handling"
Accept "First-Party-Cookies" and "Always allow session cookies"

AOL 9.x

From the AOL Toolbar, select Settings
Select Internet [Web] Options
Select Use your Internet Explorer Settings to set advanced browser options
Follow the instructions for Internet Explorer

AOL 7.x, 8.x

From the AOL Toolbar, select Settings
Select Preferences
Select Internet Properties (WWW)
Follow the instructions for Internet Explorer

Mozilla Firefox 3.0

Click on Tools, then Options (or Edit | Preferences on Linux)
Select Privacy
Select Cookies.
Accept first-party and session cookies



Opera (Windows and UNIX)

Go to Tools in the main menu
Go to Preferences at the bottom of the File menu (or press Alt+P to access them directly).
Click Privacy
Accept first-party and session cookies

Apple Macintosh

Internet Explorer 5 (MacOS X)

Choose Preferences from Explorer menu
Select Receiving Files options
Select Cookies
Accept first-party and session (temporary) cookies

Safari 1.0 (MacOS X)

Choose Preferences from Safari menu
Select Security icon
Cookie settings are shown in window
Accept first-party and session (temporary) cookies

Internet Explorer 5 (MacOS 9)

Choose Preferences from Edit menu
Select Receiving Files options
Select Cookies
Accept first-party and session (temporary) cookies

Opera

Go to Opera in the main menu and select Preferences (or press Alt+P to access them directly)
Select Privacy
Accept first-party and session (temporary) cookies