Online Banking & Bill Pay Instructions

CFCU's Net24 Home Banking will no longer be available for transactions after 5 p.m. on May 29.

If you have Online Banking transfers or Bill Pay scheduled after May 29, **you'll have to enroll in VACU's Online Banking and Bill Pay ON June 1 to avoid missing any payments.** If you're already a VACU member with Online Banking, your accounts will appear under your current Online Banking on June 1.

How to enroll in Online Banking:

1. Visit **vacu.org/login** and choose "Enroll," then select "Personal Banking." Enter your information, including your Virginia Credit Union member number, which you can find in your account transition documents.
2. Once you've answered a few security questions to validate your identity, you'll create a User ID and password for Online Banking.
3. Create your Enhanced Authentication security questions, then select your image and nickname. We'll prompt you through this process.
4. Review and accept the Electronic Services Agreement.
5. You are now ready to use Online Banking and can begin using the VACU Mobile App.

How to find your list of previous CFCU online transfers, bill payments, and payees:

1. Once you've enrolled in Online Banking, go to the eNotices tab and use the convenient one-click enrollment to sign up.
2. There we've provided you with your previously scheduled bill payments and online transfers at CFCU along with a list of your payees.
3. Use the information from your previous CFCU online transfers, bill payments, and list of payees to set them up with VACU.

How to set up Bill Pay:

1. To set up Bill Pay, you'll need to use a desktop or laptop computer.
2. After enrolling in Online Banking, click on the Pay Bills tab to activate Bill Pay.
3. You'll also need to "allow cookies" to use Bill Pay. You can typically do this in the settings for your internet browser.
4. We have a helpful video, step-by-step directions, and FAQs listed at **vacu.org/billpay**. This resource will walk you through how to set up your online payments or online transfers.
5. For a list of your previous online transfers, bill payments and payees, you can refer to the information we've provided under the eNotices tab in your VACU Online Banking.

If you have any questions about the transition or Online Banking, please contact our merger support team by e-mail at **memsvc@vacu.org** or by phone Monday-Friday between 8 a.m. and 6 p.m. at **(804) 323-6800**. Once you've dialed in, press **#** when prompted.

(804) 323-6800
(800) 285-6609   vacu.org   Visit a branch   Mobile

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