

How to sign up for Hampton Roads Educators' Credit Union, Inc.'s **eDelivery**

For those members **THAT ARE** currently setup as an Internet Banking user **BUT NOT e-Documents**

1. You must login to the Internet Banking website.
2. Click on the eDocuments tab on the top line of the menu.
3. Read the disclaimer / disclosure information that is displayed. You must click on the "I Agree to eDocument Terms and Conditions" button in order to continue the eDelivery enrollment process.
4. You are now enrolled in **eDelivery** of *eDocuments* which include your monthly statement, tax forms, etc.
5. An e-mail will be sent to inform you when a new document has been electronically delivered to your eDocument located in Internet Banking.

For those members that **ARE NOT** currently setup as an Internet Banking user

1. There is an icon on the credit union's website (upper right-hand side) that will enable you to start the enrollment process for Internet Banking and eDocuments.
2. Account Opened PRIOR TO 11/01/2014: Your logon ID is your full account number, and your password is the last 4 digits of your social security number
Account Opened ON OR AFTER 11/01/2014: Your logon ID is your full account number. You were sent an email short after opening your account that contained your Internet Banking password. **If you are unable to find the email or you have become locked out, please call the credit union at 757-838-0707 so that we can reset your password.
3. Follow the prompts to perform the setup of your secured site which includes selecting secure image, naming the image and selecting 3 security questions.
4. During the "enhanced" setup you will be asked to sign up for eDocuments.

Note: If you are receiving a message that states that your account is "disabled" or that your password is incorrect, please call the credit union at 757-838-0707 or 800-468-1073.

NON-MEMBERS (*JOINT OWNERS AND/OR CO-SIGNERS*)

1. Click on the “**login**” button under e-Delivery (*found on left side of website*)
2. Enter your “**Document ID**” number that was *emailed to you*.
3. For **password**, enter the **last 4 digits of your social security #** and click “login”
4. Follow the prompts to perform the setup of your *secured site* which includes selecting a secure image, naming the image and selecting 3 security questions.
5. Once you see “**the enhanced login setup is complete!**” click on “**continue to accounts**” where you will be asked to change your password (current password was last 4 digits of your social security #). *The new password must be at least 6 characters long.*
6. After you are prompted that your password was changed, **click on continue** to see the document to be signed.

*Please call 757-838-0707 or 1-800-468-1073 for help.