



Telephone Banking Enrollment New Users

Canyon State Credit Union takes data security very seriously, and we are committed to the safety of your personal information. Data security is about being proactive and mitigating risk. Our Telephone Banking Systems has several layers of multi-factor authentication to protect your information and requires additional steps during registration.

Please follow the steps below to authenticate your identity:

1. You will need to press the star (*) button to begin the enrollment process.
2. Please key in your user ID which is your member number.
3. Please key in your temporary PIN Code which is the last four digits of your social security number.
4. Key in the 10 digit phone number that accesses telephone banking most frequently, and any other numbers that you may call in from.
 - These may be stored as mobile, home, or work numbers. If calling in from your primary number to login, the challenge question is bypassed during login. You can have up to three phone numbers stored.
5. You will be asked to set up three challenge questions from a menu of nine different options. The answers will need to be entered using the telephone number pad. Dates are two digits for month, two digits for day, and four digits for year.
 - Once a challenge question is used by you, that question drops off the menu of challenge questions to choose from. Therefore, there is no way for a challenge questions to be used more than once.
6. Create a personalized message (site key). You can select from three different preset messages or you can speak your own. This auditory site key warns you from accessing an incorrect or fraudulent voice banking number and potentially becoming the victim of fraud. If you hear a different message than the one you originally set up, please contact Canyon State Credit Union right away at 623.580.6000 or 800.224.3330.
7. You will be asked to change your PIN code. The new PIN Code is keyed in once and must be replicated a second time to ensure equality. The PIN can be 4 to 8 numbers.
8. You have successfully completed the enrollment process and will be able to log into Telephone Banking.

If you have any questions, please contact us at 623.580.6000 or 800.224.3330 or email membersvice@canyonstatecu.org. If you do send an email please be sure not to include any personal information.