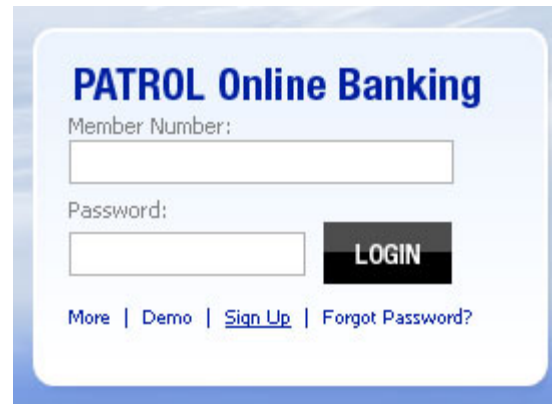


## New Users Signing on to PATROL for the First Time

If you have a CODE 3  
PIN, you may enter it as  
your password.

If you do not have a  
CODE 3 PIN number,  
please call 877-MY-  
LAPFCU (877-695-2732)  
for assistance.

## Existing Users Signing on to the Upgraded PATROL System for the First Time



The image shows the PATROL Online Banking login interface. It features a blue header with the text "PATROL Online Banking". Below the header, there are two input fields: "Member Number:" and "Password:". To the right of the password field is a black "LOGIN" button. At the bottom of the form, there are four links: "More", "Demo", "Sign Up", and "Forgot Password?".

1. Enter Member Number
2. Enter your current PATROL password

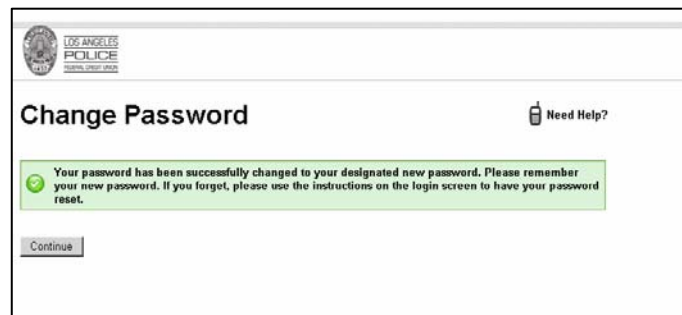


The image shows the "Change Password" screen. At the top left is the Los Angeles Police Department logo. The title is "Change Password" with a "Need Help?" link. Below the title, there is a message: "For Security reasons, you are now required to change your Password. Please enter all Passwords requested and click Continue." A "NOTE" box contains the following instructions: "Your new Password: - should be between 8 and 12 characters, - should be at least 1 letter, - should be at least 1 number, - cannot contain leading or trailing blanks". Below the note are three input fields: "Current Password", "New Password", and "Re-Enter New Password". At the bottom are "Continue" and "Clear" buttons.

3. You will be prompted to change your password.

Your new password must:

- Be between 8 and 12 characters
- Contain at least 1 letter
- Contain at least 1 number
- Not contain any blank spaces



The image shows the "Change Password" screen after a successful password change. It features the Los Angeles Police Department logo and the title "Change Password" with a "Need Help?" link. A green message box contains the text: "Your password has been successfully changed to your designated new password. Please remember your new password. If you forget, please use the instructions on the login screen to have your password reset." Below the message box is a "Continue" button.

4. Click on "Continue."

## Set up Validation Questions

Validation question(s) will be used in the event you forget your password or we don't recognize the computer that you are using. To set up your validation question(s), select questions whose answers are easy for you to remember.

To ensure the security of this information, select question(s) whose answer(s) are easy for you to remember. DO NOT print, store, save or share this information with anyone. If someone else obtains this information, it could be used in the same way that your password is used to gain access to all records related to your personal products and services with LAFPCU.

**NOTE:** Your answers are limited to 64 characters. You will not need to remember if the answer was entered in upper or lowercase, however you must remember the exact format of your answer. i.e., January 1, 2000 is not the same answer as 1/1/2000.

Question #1

Answer #1

Question #2

Answer #2

Question #3

Answer #3

Email Address

Re-enter Email Address

5. Pull down menus to select a question you want to answer. Enter your answers. Click on "Continue."

6. Verify email address and re-enter. Click on "OK."

Microsoft Internet Explorer

?

Please review and confirm the information that you provided. Do not save or share this information with anyone. This information can be used in the same way that your password is used to gain access to all the products and services with LAFPCU. Selecting the OK button will confirm these choices, while selecting the Cancel button will return you to the form to make appropriate changes.

Questions/Answers


What street did you grow up on? anywhere

What is your favorite movie? anything

What was your childhood pet's name? anyone

Is this correct?

7. Verify that your information is correct and click on "OK."

 **LOS ANGELES POLICE FEDERAL CREDIT UNION**

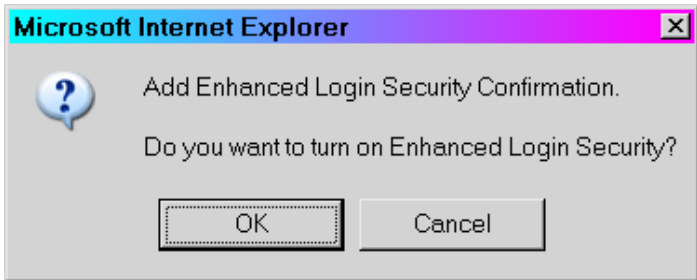
## Enhanced Login Security

Enhanced Login Security will ask validation questions to people logging in to your account from unrecognized computers. If a computer is unrecognized, the user will be prompted with validation questions. This will provide you additional protection from fraud and identify theft. [More details about Enhanced Login Security](#)

~~Remember the computer I'm using now.~~

Select this option if you do not want to be prompted to answer validation questions every time you log in your current computer. Instead, we will remember your computer and check to make sure we recognize you when you attempt to log in. **Do not check this option if you are using a shared computer** (i.e., Library computer or Internet café.)

8. If you are using a private computer, check the box and click on "Continue." You will then see your new online banking page.



If you did not check the box, you will receive this message. Click on "OK."



You will see this screen. Click on "Continue" to continue to your new online banking page.



This is an example of the new online banking page.