

Here are step by step instructions to get you up and running

To sign up for online account access for the first time, click on the First Time User link in the CU GO Login Box on our home page @ www.wvccu.org

- ✓ Complete the required information and click continue.

Important to Note: The information must match the primary or main members account information exactly, and we must have your e-mail address on file.

- ✓ Complete the Online Banking Application and click the SUBMIT Button
- ✓ Click on the SEND EMAIL VERIFICATION Button once you have read the instructions.
- ✓ Click on the verification link within the e-mail you just received.
- ✓ Select a User Name and click on the SUBMIT Button
- ✓ You will receive a Temporary Password – Make note of this temporary password.
- ✓ Click the LOGIN Button
- ✓ Read, and if you Agree to the Online Agreement, place a check mark in the I Agree field and click the ACCEPT Button
- ✓ Enter your temporary password into the current password field and then select a new password and reenter. Click on the CONTINUE Button
- ✓ Select your Image that you would like displayed each time you login to online account access and then click the SUBMIT Button
- ✓ After reading the Online Security Features click the CONTINUE Button
- ✓ Select three verification questions and type in the answer. Be sure to make note of the answers. Click the SUBMIT Button
- ✓ Review your questions and answers then click on the CONFIRM Button
- ✓ Click the CONTINUE Button
- ✓ Create your own Password Reset Question and Answer and click the SUBMIT Button
- ✓ Congratulations! You have successfully enrolled in CU GO!

Forgot Password

If you have forgotten your password to CU GO, you can use our Password Self Reset feature.

- ✓ Simply click on the Forgot Password link in the CU GO Login Box on our home page.
- ✓ Complete the required information and click the CONTINUE Button - You will receive an e-mail with instructions on how to reset your Password.

Important to Note: The e-mail address must be the one that we have on file for your account. If this has changed, you will need to give us a call at 1-304-485-4523.

- ✓ Click on the link within the e-mail and complete the required information and click the CONTINUE Button.
- ✓ Enter a new Password and click the SUBMIT button. You should receive the message that your password has been changed successfully. You may now login.