

VOICE BANKING MEMBER ENROLLMENT

585.454.5900

1-855-439-6544 Toll Free

If this is your first time calling - Make sure you have your PIN ready. If you do not have a PIN, please speak to a Member Service Representative

– You will have to enroll in the system by pressing the star (*) key.

First time calling menu for enrolling in the system:

1. Please key in your Member Number _____ (DO NOT PUT THE FIRST TWO LETTERS OF YOUR LAST NAME IN THE NEW SYSTEM. You only need your member number) (If you need a moment to find it press the # key)

2. Please key in your PIN code _____ (this is for first time use only)

3. Please key in the 10 digit phone number you will usually call from. _____ If you do not begin entering your phone number you will hear: *Starting with the area code, key in the 10 digit phone number you will usually call from. If you are the only member that has registered this number, it will bypass the security question.*

4. Is this number your

- Cell phone, **press 1**
- Home, **press 2**
- Work, **press 3**

5. If you would like to register another phone number, press 1 (*You may repeat the process to register three phone numbers: cell, home, and work.*)

6. Set your security questions and answers. 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.

• You will need to **choose three (3)** of the following challenge questions. The system will prompt you to set up your first question and answer, then your second question and answer – followed by third question and answer

- To use your oldest sibling's birthday as a challenge question, **press 1**
- Your youngest sibling's birthday, **press 2**
- The number of grandchildren you have, **press 3**
- The last four digits of your childhood phone number, **press 4**
- The age you were on your first date, **press 5**
- The number of pets you had before you were ten, **press 6**
- The numeric street address of your childhood home, **press 7**
- The number of schools you attended, **press 8**
- Or your anniversary, **press 9**

7. Personalized Message – you can create (1) a personalized message or your name or choose from a prerecorded list (2). This message will play for you each time you play

8. Confirm personalized message (yes - 1, no - 2)

9. Enter your 4 to 20 digit PIN code (needs to be different from your first time use PIN. This is the PIN you will use in the future to access your account.)