New Online Banking FAQs for Enrollment

Can I use the Username and Password I have always used?
No. **All users must RE-ENROLL and create a new Username and Password**. From the [new online banking login page](#), select **REGISTER** to start creating your new, unique login credentials.

Will the Primary and Joint accountholder need to have his/her own unique login credentials?
Yes, each accountholder needs to REGISTER and create their new, unique username and password. Each accountholder should create personalized login credentials for our new system.

Do I need a separate login for each of my accounts?
No, you only need to create one unique login. Then, all accounts you have in your name, whether you are the Primary or Joint accountholder, are accessible from one login.

Why can't I access my mobile banking app?
You need to use your newly created online banking login credentials to access the mobile app. If after providing your new username and password you still have trouble accessing the app, we recommend deleting your current app and downloading it again from the app store. This should resolve the issue, but if not, please contact the Credit Union during normal business hours for assistance.

I'm being asked for my account number, and I'm not sure what it is.
Please check your statement (not your checks) for this number. The digit length varies among accountholders.

I've completed the username, password, and other information fields requested. Why won't it allow me to proceed with enrollment?
Scroll up to ensure you did not miss any error messages. For security reasons, usernames and passwords must meet specific requirements that differ from your old username and password. Also, make sure you selected a security image. If any of the requested information is not completed and as specified, the system will not enable you to move to the next step of enrollment.

Why am I having trouble registering for online banking from my tablet?
Registration is most compatible with desktops and laptops and currently supports the latest Firefox, Safari and Chrome browsers as well as Internet Explorer 10 and 11. Online Banking registration is not yet fully optimized for mobile tablet devices, like Kindles. Many people can successfully enroll from their smartphones. If you are experiencing issues enrolling in online banking from a mobile device or outdated browser, please visit any of our [branch locations](#) to register via our Tech Central computers.

It's saying the system does not recognize my information.
Please verify you have entered your personal information correctly and in the specified format (for Date of Birth, for example). If so, please contact the Credit Union during normal business hours for assistance.

How will I know if I successfully completed enrollment?
After completing your enrollment steps and confirming your information, you will be asked to agree to the Terms and Conditions for using Carolina Trust online banking. Once you have agreed, you should receive confirmation, return to the [login screen](#) and enter your newly established credentials.