Enrollment

After navigating to dowcreditunion.org or downloading the Mobile App from the App Store or Google Play:

1. Select either "Enroll" on the website, or "First time user? Enroll now" in the App

2. Enter your Social Security number

3. Enter your Member number

4. Enter your email address

5. Enter your phone number

   You must have access to the device with this phone number at the time of enrollment. This number must be on file for your membership account at Dow Credit Union.

6. Select "Next"

7. You will then be prompted to protect your account with 2-Step Verification. Select "Get Started".

1
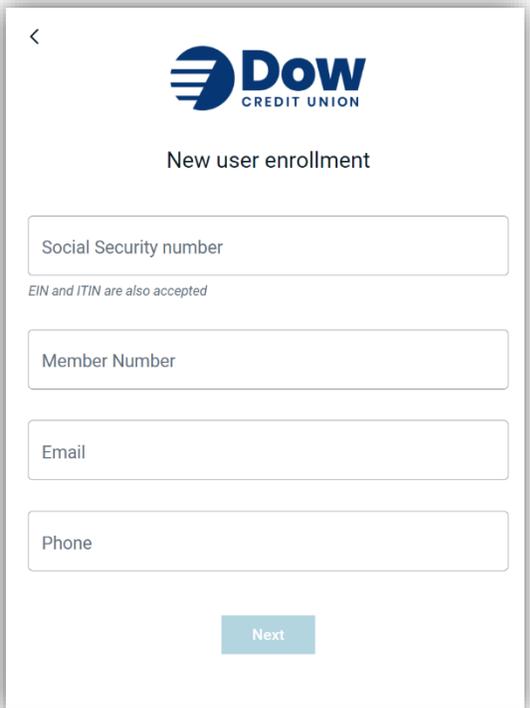
Dow CREDIT UNION

New user enrollment

Social Security number

EIN and ITIN are also accepted

Member Number

Email

Phone

Next

7
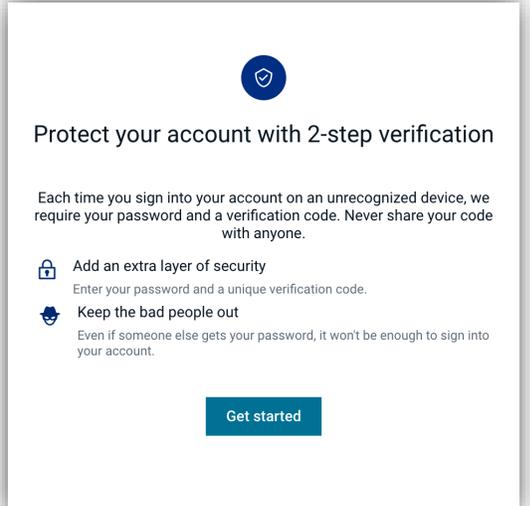
Protect your account with 2-step verification

Each time you sign into your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone.

🔒 Add an extra layer of security
Enter your password and a unique verification code.

🕵 Keep the bad people out
Even if someone else gets your password, it won't be enough to sign into your account.

Get started

8
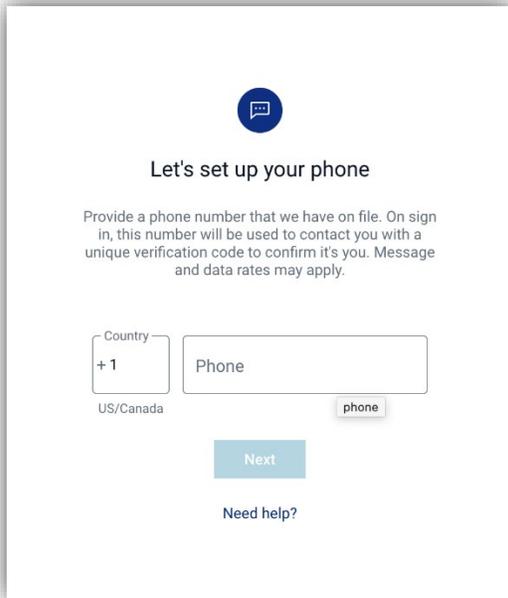
Let's set up your phone

Provide a phone number that we have on file. On sign in, this number will be used to contact you with a unique verification code to confirm it's you. Message and data rates may apply.
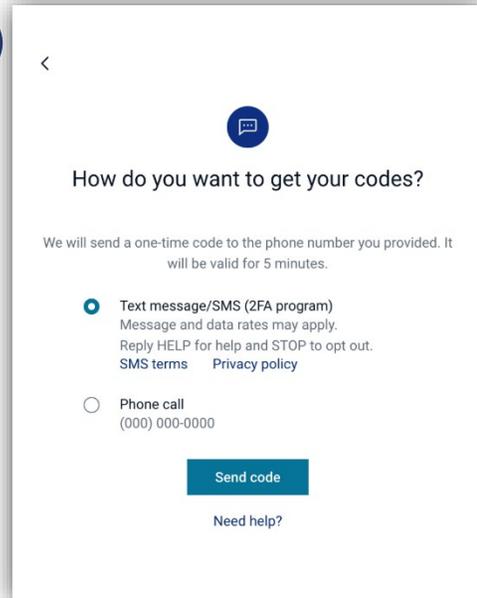
Country
+1
US/Canada

Phone

phone

Next

Need help?

9

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How do you want to get your codes?

We will send a one-time code to the phone number you provided. It will be valid for 5 minutes.

● Text message/SMS (2FA program)
Message and data rates may apply.
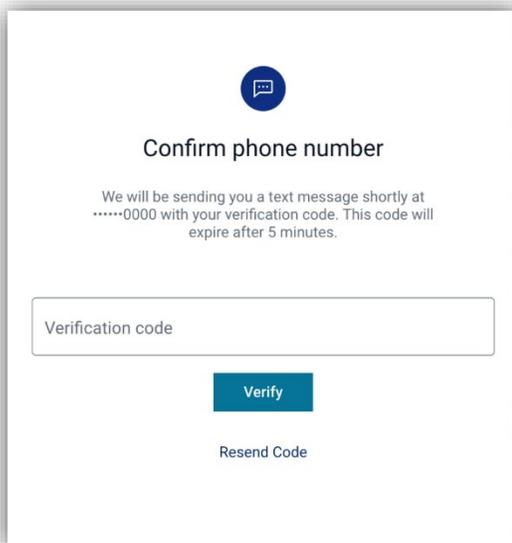Reply HELP for help and STOP to opt out.
SMS terms   Privacy policy

○ Phone call
(000) 000-0000

Send code

Need help?

8. Enter your phone number and click next.

9. Select your desired verification method – text message or phone call.

10. Retrieve your 2-step verification code via the method chosen.

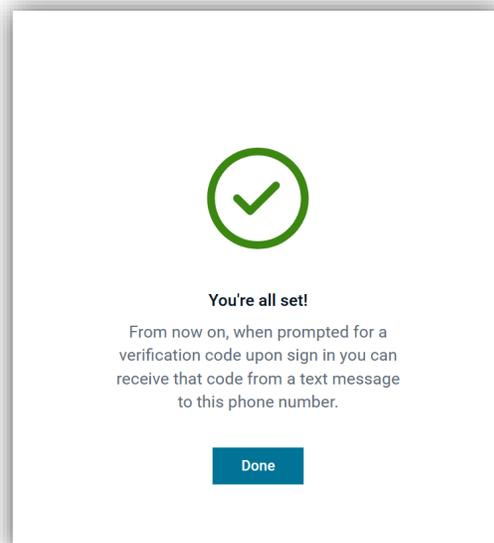11. Enter the code and select "Verify". If passed, you will then click "Done."

11

Confirm phone number

We will be sending you a text message shortly at ••••••0000 with your verification code. This code will expire after 5 minutes.
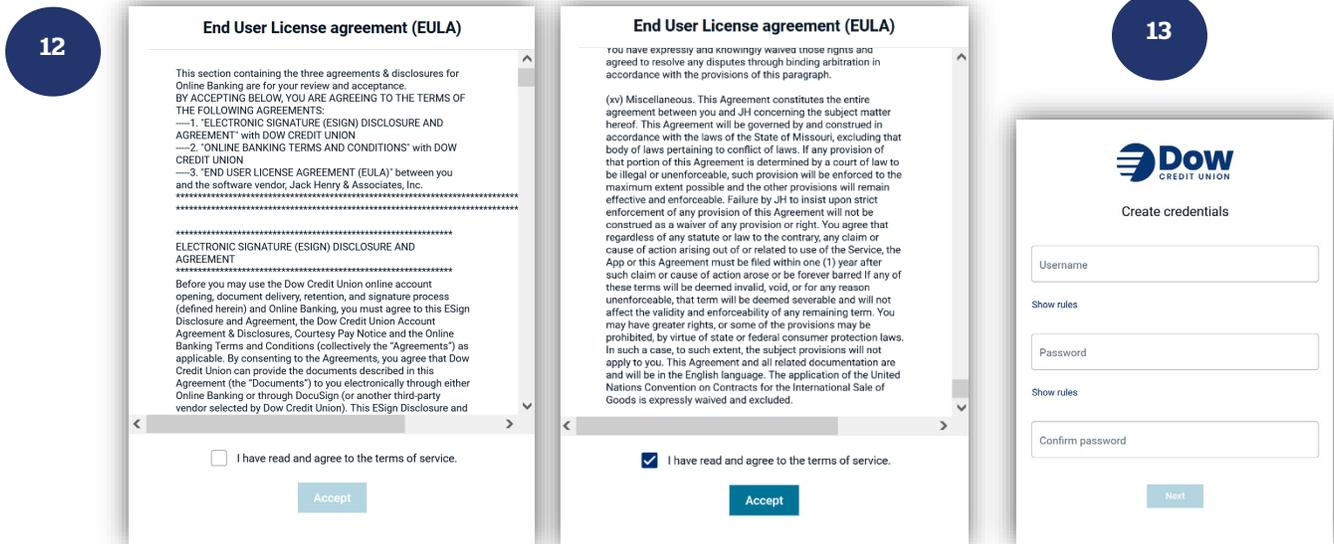
Verification code

Verify

Resend Code

You're all set!

From now on, when prompted for a verification code upon sign in you can receive that code from a text message to this phone number.

Done

12. You will then be prompted to read and accept the End User License agreement.

Be sure to click the 'I have read and agree to the terms of service' checkbox, THEN click "Accept".

13. Once the agreement is accepted, you will be prompted to choose a username and password.

14. (Mobile App users will be prompted to add a passcode after the username/password creation. The passcode is used to unlock the Dow Credit Union app on your device.)