



**Member Self-Enrollment for
24-Hour Audio Teller for
FORMER RIVER VALLEY MEMBERS**

Steps to register for access to the 802 Credit Union 24-Hour Audio Teller: (FOR FORMER RIVER VALLEY MEMBERS)

- 1) Call 1-800-610-3896
 - 2) Press 1 to begin the set-up process.
 - 3) When prompted, enter your member number using the keys on your phone, followed by the # (pound) key.
 - 4) When prompted, enter your PIN number (which is the last four digits of your social security number), followed by the # (pound) key.
- **You should receive the following message “For security purposes please change the PIN number”.
- 5) When prompted, enter a four-digit PIN number, followed by the # (pound) key.
 - 6) When prompted, re-enter your four-digit PIN number, followed by the # (pound) key.

You should then receive the following message: “Your PIN number is now in effect.”

Next, you will be at the main menu, where you are able to begin using the system immediately.

For information on your checking, you will need to:

- 1) Press **1** for checking
- 2) Press **8#** for the suffix number

For information on your savings or any other suffixes, you will need to:

- 1) Press **2** for savings
- 2) Press **1#** for your base savings, if you are looking for a different savings suffix you will need to enter the corresponding number (i.e., **2#**(Christmas), **3#**(vacation), **4#**(tax), **10#**(special savings) ...)

Steps to access your account on the 802 Credit Union 24-Hour Audio Teller: (FOR FORMER RIVER VALLEY MEMBERS)

Helpful Hints:

- You may “key ahead” any time during the telephone session by entering the next menu number without waiting for the voice prompt from the system.
- When entering the suffix number, you do not add the 0 in front of the number (i.e., 01=1, 08=8, 02=2....)

Quick Access:

- 1, member number & #, PIN & #, 1, 1, 8# for Checking Account information
- 1, member number & #, PIN & #, 1, 2, 1# for Base Savings Account information
- 1, member number & #, PIN & #, 1, 2, 10 for Special Savings Account information