

Meadows to Consumers Credit Union Online/Mobile Banking FAQs

How do I log in to Consumers Online Banking?

If you were enrolled in Meadows Online Banking: Log in using your MCU User ID and the password that was mailed to you. If you do not have your temporary password, you may request a new one using the “Forgot Password” link. If you do not know your User ID, please contact CCU at 877-275-2228.

If you had never enrolled in Meadows Online Banking: To enroll in CCU Online Banking, click on the “Register” link at myconsumers.org, and complete the registration process. You will need your CCU Membership ID. This was mailed to you with your Account Transition Packet. If you do not have this information, please contact CCU at 877-275-2228.

I had more than one MCU User ID. Which one do I use to log in to CCU Online Banking?

Please call CCU for assistance with your User ID.

I was a Consumers Credit Union member prior to the merger and I am enrolled in CCU Online Banking. Do I still need to log in with my MCU User ID?

No. Log in using your current CCU User ID and password. You will now see the accounts that transitioned from Meadows Credit Union along with your existing CCU accounts.

Will I be able to see my account history once I’ve logged into CCU Online Banking?

Yes. You will be able to view one year of history of your accounts.

Do I need to set up my bill pay payees and payments again?

No. Your bill pay payees and scheduled bill payments will automatically convert to CCU Online Banking.

I received eAlerts. Will these continue?

No. You will need to set up eAlerts again within CCU Online Banking.

I was able to view my outside account balances within MCU Online Banking. Will these views carry over to CCU Online Banking?

No. You cannot see outside account balances within CCU Online Banking.

Can I transfer to external institutions?

Yes. CCU Online Banking offers Account-to-Account transfers which enables you to request a transfer of funds from a CCU account to a non-CCU account, or from a non-CCU account to a CCU account. Once logged in to CCU Online Banking, click on “Transfer Funds” tab > “Manage External Funds” tab to enroll in the service.

Where are my old MCU eStatements and eDocuments?

Two years of MCU eStatements, eTax Notices, and eNotifications will be available to you in CCU Online Banking.

I had set up recurring transfers in MCU Online Banking. Will I need to set these up again in CCU Online Banking?

No. Recurring transfers will continue in the CCU Online Banking platform.

My cross-account is not showing up in CCU Online Banking. Why not?

You must be an owner on an account in order to be able to view the account or transfer to it within CCU Online Banking or 24-hour Telephone Teller.

Does CCU offer Mobile Banking and Mobile Check Deposit?

Yes. Search for “Consumers Credit Union Illinois” via the App Store or Google Play and look for the CCU icon >



eXpressShot Mobile Check Deposit will be available for qualifying members.