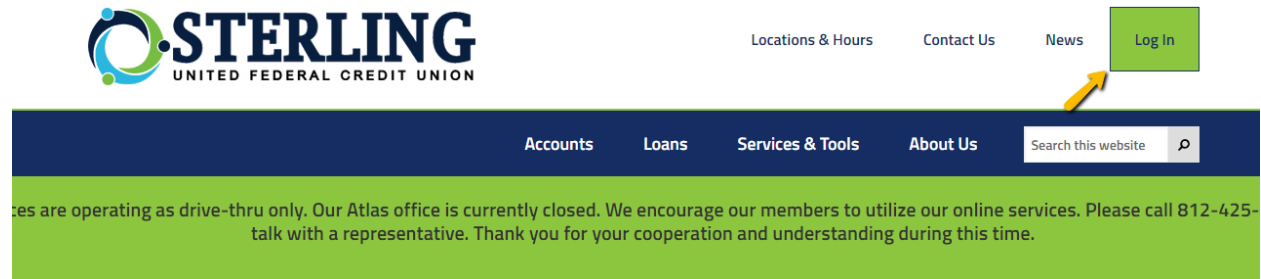


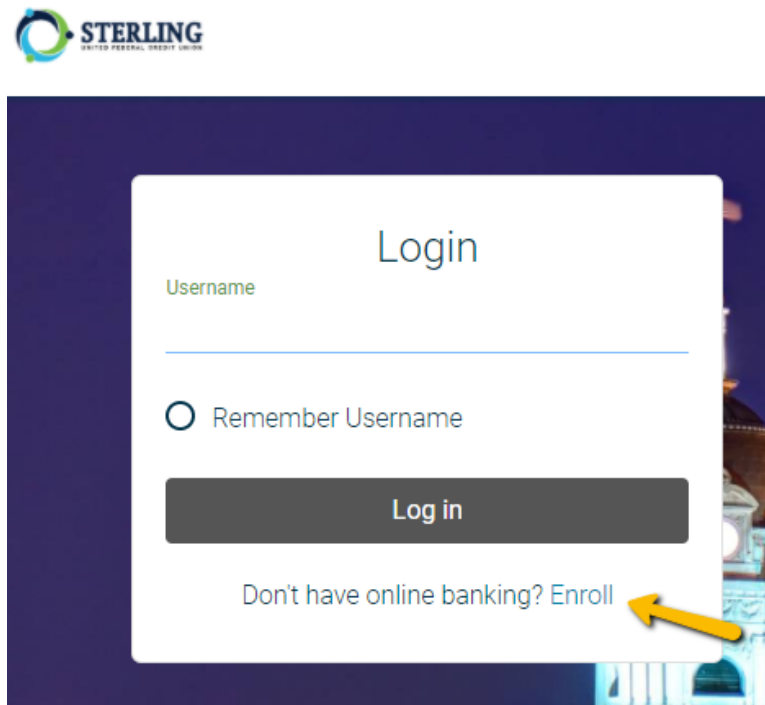
Sterling United FCU Online Banking Walkthrough

Enrolling in Online Banking for the first time, the following steps will need to be completed:

1. Go to <https://www.sufcu.org> and click the link provided on the Credit Union's web page to log into the NEW Online Banking site. The new site is shown in step 2 below.



2. First time users (or members who are new to this Home Banking site) will need to select "Enroll".



Sterling United FCU Online Banking Walkthrough

3. Enter your member account number, email address and date of birth. Click the box to acknowledge that you have read and agree to the terms of the Home Banking disclosure. Then click the box labeled "Sign Up".

Sign Up for Home Banking

You must currently be a member of this credit union to sign up for Home Banking, please enter your information below.

Member Number


E-mail

Confirm Email

Date of Birth

I acknowledge and agree I have read the terms of the [HB Disclosure](#)

4. Obtain your temporary password from your email address that you specified in the above screen

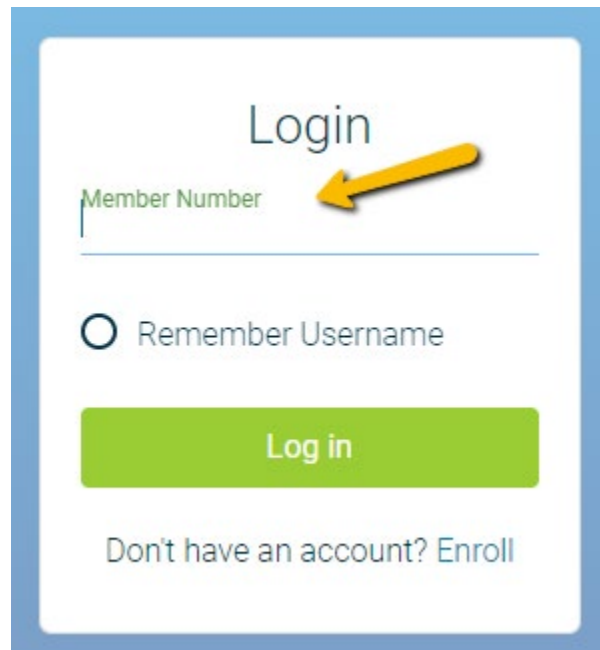
 **Success!** ✕

A temporary password has been sent to your email address on file. You will be prompted to change this password upon logging in.

Note: Your member number is your Username.

Sterling United FCU Online Banking Walkthrough

5. After pressing 'ok', you will now be back on the main login screen. You will enter your member # as your login ID, and you will enter in the temporary password that was sent to your email address.



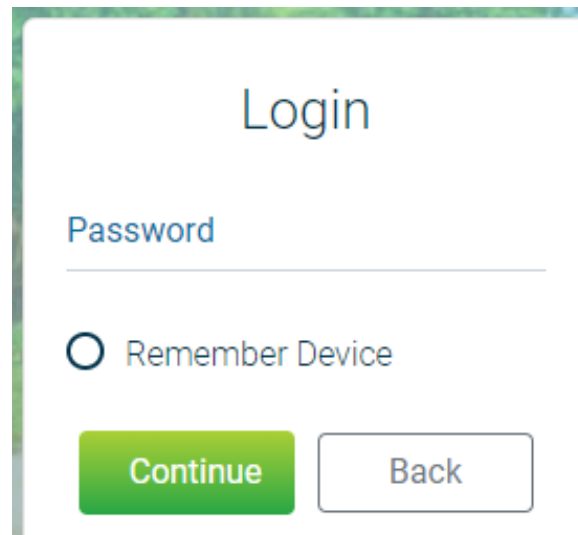
Login

Member Number

Remember Username

Log in

Don't have an account? [Enroll](#)



Login

Password

Remember Device

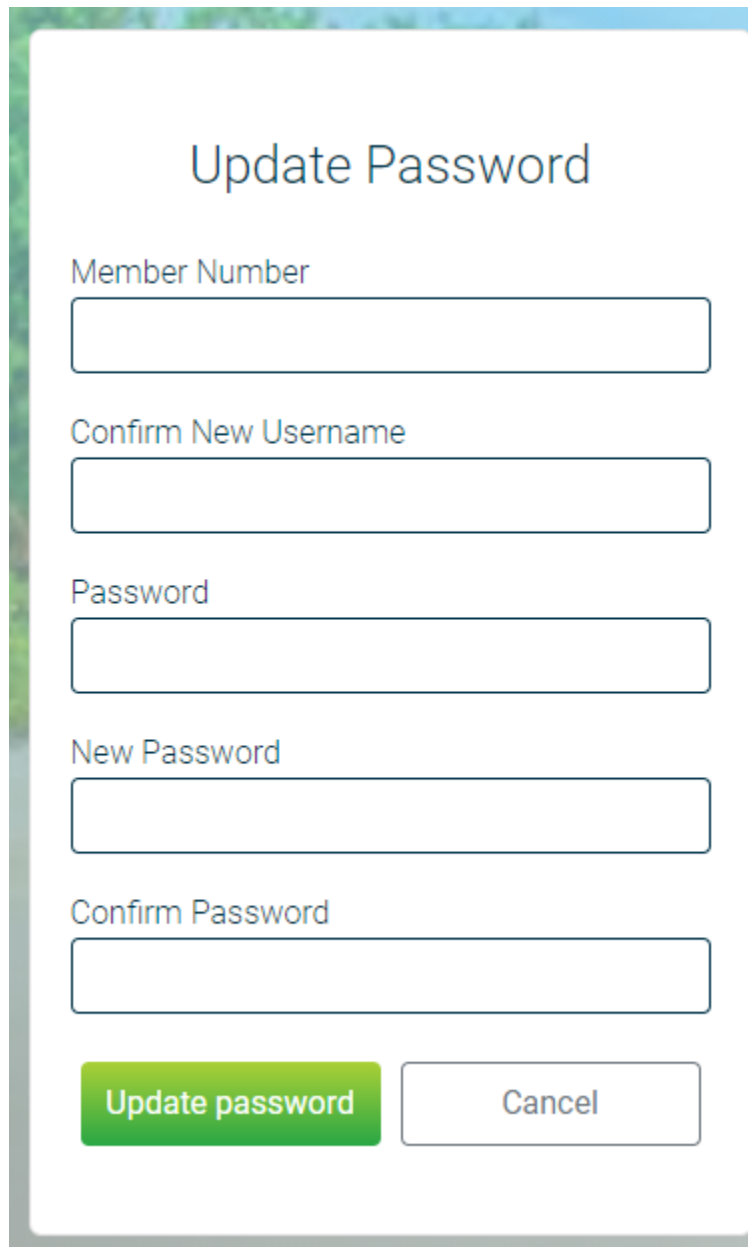
Continue Back

Sterling United FCU Online Banking Walkthrough

6. You will then be prompted to change your Login ID & Password.

-You will enter your member number in the member number field, and then whatever you would like your new username to be, in the Confirm New Username field.

-You will enter your current password (which is still the temporary password that was sent to your email), and then type in what you would like to change your password to, and type it in a 2nd time to confirm.



The screenshot shows a web form titled "Update Password". It contains five input fields and two buttons. The fields are labeled "Member Number", "Confirm New Username", "Password", "New Password", and "Confirm Password". The "Update password" button is green, and the "Cancel" button is white with a grey border.

Update Password

Member Number

Confirm New Username

Password

New Password

Confirm Password

Update password Cancel

Sterling United FCU Online Banking Walkthrough

7. You will be prompted to answer a series of three authentication questions and select a “confidence word”. This is a word or phrase that will show on your log-in screen to let you know that you have come to the authentic site for Bar-Con Credit Union’s Online Banking. Please note that answers to your authentication questions are case sensitive and you may not answer all of your questions with the same answer.

Security Questions

What is the name of your first pet? >

Where did you meet your spouse for the first time? >

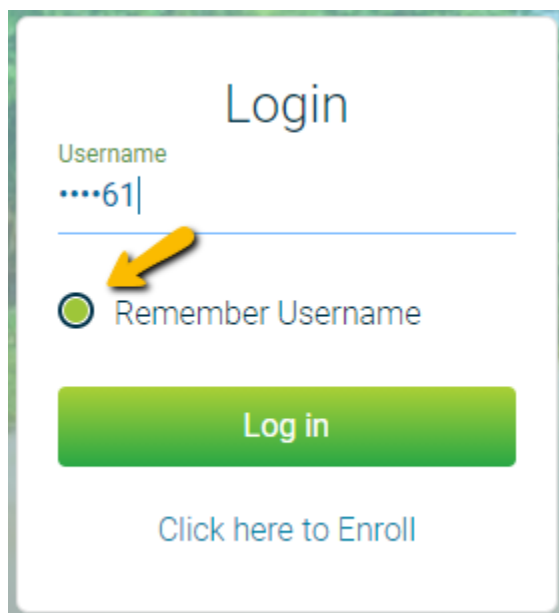
In what year (YYYY) did you graduate from high school? >

Confidence Word

8. Once you select submit on the security questions/confidence word page, you will be logged into the site.

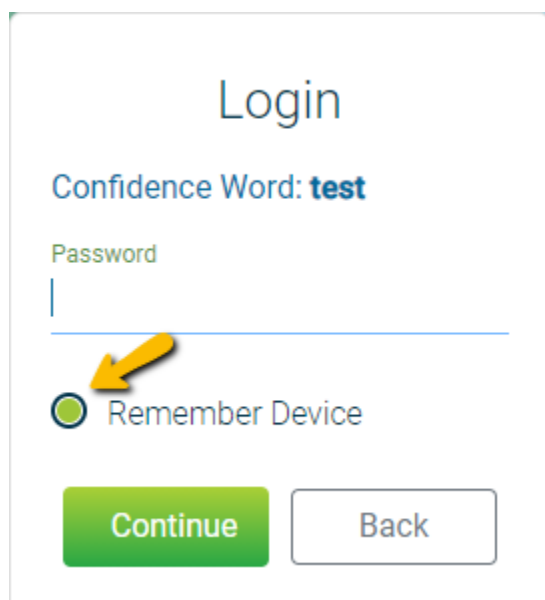
Note: If you select “Remember Username” on the member#/Login ID step, it will remember your username, and it will be entered automatically, when logging in on that particular device.

Sterling United FCU Online Banking Walkthrough



The screenshot shows the 'Login' page with the 'Username' field containing '....61|'. A yellow arrow points to the 'Remember Username' radio button, which is selected. Below the field is a green 'Log in' button and a blue link that says 'Click here to Enroll'.

Note: If you select “Remember Device” on the Password step, you will not be prompted to answer any of the security questions, when logging in on that particular device.



The screenshot shows the 'Login' page with the 'Confidence Word' field containing 'test' and the 'Password' field empty. A yellow arrow points to the 'Remember Device' radio button, which is selected. Below the fields are two buttons: a green 'Continue' button and a white 'Back' button.

Note: If you do not select “Remember Device” on the password step, you will be prompted to answer a security question and enter your email address. Will also be prompted to answer a security question and enter your email address, if logging in on any device that has not already been recognized as a registered device.

Sterling United FCU Online Banking Walkthrough

Security Question

In what year (YYYY) did you graduate from high school?

Answer

Email

[Continue](#) [Back](#)