

Encore Credit Union Home Banking Walkthrough

When you are enrolling in Home Banking for the first time, here are the screens you will encounter.

1. Go to <https://www.shareteccu.com/encore> or click the link provided on the Credit Union's web page.



Encore
Federal Credit Union

Welcome / Sign In

Returning Members

Please sign in to your Home Banking account.

Login ID:

Password:

[Forgot Your Password?](#)

New Members

Click HERE to enroll now

If you are an existing Credit Union member, you can enroll today into Home Banking!

2. First time users will need to select “Click HERE to enroll now”. You will need to enter your member number, social security number, and email address. You will then need to click the box to acknowledge the User Agreement. Then click the box labeled “Sign Up”.



Encore
Federal Credit Union

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:

SOCIAL SECURITY: (no dashes)

EMAIL ADDRESS:

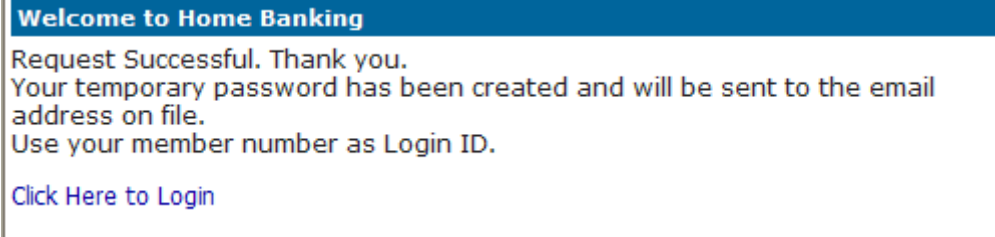
CONSENT TO RECEIVE ELECTRONIC DOCUMENTATION

As permitted by law, You hereby authorize Us to electronically provide any and all documentation (agreements, disclosures, notices, statements, and the like) related to Our various products and services that You may from time to time request and/or use. The electronic transmission of such documentation may be conducted in a variety of means such as (a) an electronic message ("e-mail") sent to You at the e-mail address specified by You (and/or any other address specified by You); (b) Your active retrieval via the Internet by

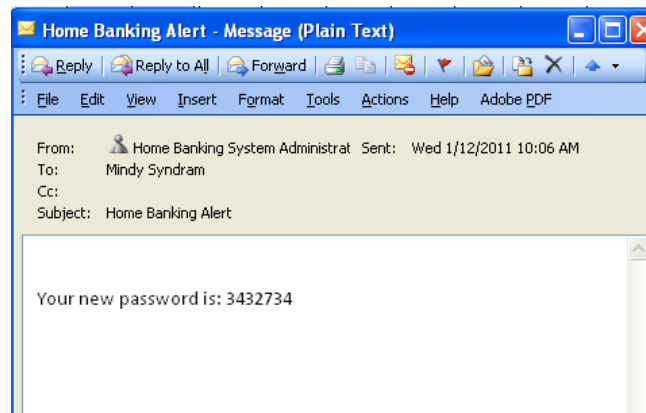
I agree to the above disclosure

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3. You will receive the following message letting you know you are now signed up and your temporary password is coming to your email. You can then select "Click Here to Login".



The email will look similar to this. **NOTE:** If you do not receive this email, check your spam folder or contact the credit union to be issued a new temporary password.



4. The login screen will then show and you should input your member number.



Welcome / Sign In

Returning Members	New Members
<p>Please sign in to your Home Banking account.</p> <p>Login ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Login"/></p> <p>Forgot Your Password?</p>	<p>Click HERE to enroll now</p> <p>If you are an existing Credit Union member, you can enroll today into Home Banking!</p>

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5. You will then have to answer a series of three authentication questions and select a “confidence word”. You will have the choice of 8 different question options by hitting the drop down arrow next to each question. After selecting the desired question you need to input your personal answer.

Confidence Word: It’s a word or phrase that will show on the log-in screen to let you know that you have come to the authentic site for Home Banking.

Remember me on this computer: This should only be selected if you are on the primary computer you will be accessing HB with. If you login from another computer, the system will make you answer one of your Authentication Questions to verify who you are.

Save: Select “save” when complete.

Here is what the enrollment authentication questions will look like.

Enrollment

You must now select your authentication questions and a confidence word. Each of the three drop-down menus contains eight questions and you must select and answer one from each menu. Then you must select a confidence word. These extra validations will ensure you’ve connected to the authorized home banking site.

AUTHENTICATION QUESTION 1	What is the name of your first pet? ▼
ANSWER	<input type="text"/>
AUTHENTICATION QUESTION 2	Where did you meet your spouse for the first time? ▼
ANSWER	<input type="text"/>
AUTHENTICATION QUESTION 3	In what year (YYYY) did you graduate from high school? ▼
ANSWER	<input type="text"/>
CONFIDENCE WORD	<input type="text"/>

Remember me on this computer.

Save

Return

After completing the Authentication Questions, you should receive the following screen.

Request Successful. Thank you.

Your confidence word has been set. Please store in a safe place.

[Click Here to Login](#)

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6. You can then select "Click Here to Login". The login screen will then show and you should verify your confidence word and input your temporary password from the email.

Verify Confidence Word and Enter Password

Verify Confidence Word and Enter Password	
Returning Members	New Members
<p>To enhance the security of your account we will display a confidence word and ask you to enter your password. If the confidence word is not what you selected during enrollment, DO NOT login and call your credit union immediately to report the incident.</p> <p>Confidence Word: bsdc</p> <p>Password: <input type="password"/></p> <p><input type="button" value="Login"/> <input type="button" value="Return"/></p> <p>Forgot Your Password?</p>	<p>Click HERE to enroll now</p> <p>If you are an existing Credit Union member, you can enroll today into Home Banking!</p>

7. You will be forced to select a new password. The password must be at least 8 characters, including a number and mixed case.

Your password has expired, you must change it now.

Login ID:

Current Password:

New Password:

Reenter New Password:

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8. You should now be able to access your information:

The screenshot displays the Encore Credit Union online banking interface. At the top, there is a navigation menu with buttons for Home, Accounts, Transfers, Statements, Bill Pay, Applications, Services, Mail, Alerts, Stop Pay, and Logout. Below the menu, a blue banner reads "Welcome to Online Banking." To the right of the banner, it shows the last login time as 10:04 AM CDT April 13, 2012, and the last failed login time as 4:24 PM CDT April 12, 2012. The main content area is divided into two sections: "Account Information" and "Messages".

Account Information

My Accounts	Available Balance:	Current Balance:
REGULAR SHARES	\$2,475.00	\$2,500.00
SHARE DRAFT	\$2,500.00	\$2,500.00

Messages

 0 New Messages