

Family Focus Online Banking Walkthrough

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

1. Go to www.familyfocusfcu or click the link provided on the Credit Union's web page to log into the NEW Online Banking home page.



Home Banking Login
Account Number
PIN
Login Lock Out Help

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



FAMILY FOCUS
FEDERAL CREDIT UNION

Welcome / Sign In

Welcome to Family Focus Fe

- **Online Banking Signup Help Document:** [Click Here](#)
- **All Members:** Please re-enroll to use all of the new features.
- **For best results** from OUR new online services, set up your account registration under the "Primary" owner's social security number.
- **If you have any questions**, call us at 402.93.0233 or email us at teller@familyfocusfcu.org
- **Password Requirements:** Online Banking passwords must be at least 6 characters in length, and must contain 1 capital letter, and 1 number. Remember that you may change your password any time by logging in and clicking the Services tab.
- **Transaction History:** No History will be available from before 09/1/2013. Call credit union for past history

Returning Members

As of Sept 3 2013, all Family Focus Federal Credit Union Home Banking Members will need to sign up for our NEW Home Banking Site. --> To sign up, click on the "Click Here to enroll now" link under the New Members area

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!

3. Enter your member account number, social security number, and email address. 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".



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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:

CONFIRM EMAIL:

BIRTH DATE: (MM/DD/YYYY)

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

Welcome to Home Banking

You have successfully registered for Home Banking!

A temporary password has been sent to your email address on file. You will be required to change it at first login.

[Click Here to Login](#)

5. After pressing 'Click Here to Login', a screen will appear for you to enter your Login ID. This is your member account number.

Returning Members	New Members
<p>As of Sept 3 2013, all Family Focus Federal Credit Union Home Banking Members will need to sign up for our NEW Home Banking Site. --> To sign up, click on the "Click Here to enroll now" link under the New Members area</p>	<p>Click HERE to enroll now If you are an existing Credit Union member, you can enroll today into Home Banking!</p>
<p>Login ID: <input type="text"/></p> <p><input type="button" value="Login"/></p>	<p>Mbr #</p>

6. 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 Family Focus 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.



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Remember me on this computer: This should be selected on the primary computer the member will be accessing HB with. If you log-in from another computer, the system will prompt you to answer one of your chosen Authentication Questions to verify your identity. Select “save” when complete.

Enrollment

You must now select your authentication questions and confidence word. Each of the three drop-down menus contains eight questions and you must select and answer one from each menu. Please note that answers to each of these questions cannot be the same and are case sensitive. Then you must select a confidence word. These extra validations will ensure you have connected to the authorized home banking site.

AUTHENTICATION QUESTION 1: What is the name of your first pet? ▼
ANSWER:

AUTHENTICATION QUESTION 2: Where did you meet your spouse for the first time? ▼
ANSWER:

AUTHENTICATION QUESTION 3: In what year (YYYY) did you graduate from high school? ▼
ANSWER:

CONFIDENCE WORD:

Remember me on this computer.

Select “Click Here to Login,”

Request Successful. Thank you.

Your confidence word has been set. Please store in a safe place.
[Click Here to Login](#)

7. After completing Authentication Questions, you will be returned to the login page and verify the Confidence Word.

<p>Returning Members</p> <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 style="width: 100px;" type="text"/></p> <p style="text-align: center;"><input type="button" value="Login"/> <input type="button" value="Return"/></p> <p style="text-align: center;">Forgot Your Password?</p>	<p>New Members</p> <p>Click HERE to enroll now If you are an existing Credit Union member, you can enroll today into Home Banking!</p>
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password from email

↖

8. Enter the password that you received in your email and then press “Login”.



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Note: If you did not select “Remember me on this computer” in a previous screen, a Security Check will be performed and you will be prompted to answer one of the questions selected along with inputting your email address:

Returning Members	Enrolling Members
<p>You are seeing this page because you have not previously used this computer to log into home banking. If this is a new computer, a new browser, or a different computer than the one you enrolled on and you feel it is a safe computer, select "Remember me on this computer".</p> <p>In what year (YYYY) did you graduate from high school?</p> <p>Answer <input type="text"/></p> <p>Email Address: <input type="text"/></p> <p><input type="checkbox"/> Remember me on this computer.</p> <p><input type="button" value="Login"/> <input type="button" value="Return"/></p>	<p>Click HERE to enroll now If you are an existing Credit Union member, you can enroll today into Home Banking!</p>

- The next step is to select a new password. It must be at least 6 characters in length, and must contain 1 capital letter, 1 number and 1 special character (!, @, #, \$, or %).

Your password has expired, you must change it now.

Login ID: <input type="text"/>	←	Member Number
Current Password: <input type="text"/>	←	Password from email
New Password: <input type="text"/>	←	Create new password
Reenter New Password: <input type="text"/>	←	
<input type="button" value="Change"/>		

- Once you have chosen your new password, the following screen will be displayed for you to set up Forgot Password Questions. Please note that answers to these questions are case sensitive and you may not answer all of your questions with the same answer:



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Setup Forgot Password Questions

There is no record of forgot password questions.

Answer one or more of the following questions

What is your mother's maiden name?

What is your birth date (mm/dd/yy)?

What high school did you graduate from?

What is your favorite sports team?

11. Once you have saved your answers, you will be directed to your Online Banking Account:

The screenshot shows the Family Focus Federal Credit Union Online Banking interface. At the top left is the logo with the text "FAMILY FOCUS FEDERAL CREDIT UNION". To the right are links for "Print | Privacy | Contact Us | Logout". Below this is a navigation menu with buttons for "Home", "Accounts", "Transfers", "Statements", "Bill Pay", "Applications", "Services", "Mail", "Alerts", "Stop Pay", and "Logout".

The main content area starts with a "Welcome to Online Banking." message. To the right of this message, it displays "Last Login: 1:18 PM CDT August 16, 2013" and "Last Failed Login: 4:06 PM CDT August 21, 2013".

Below the welcome message are two main sections:

- Account Information:** A table showing account balances.
- Messages:** A notification for 0 new messages.
- Email Address:** A text input field.

At the bottom, there are two informational sections:

- Credit Union News:** A welcome message to the new Home Banking System and contact information: "If you have any questions, please call (402)933-0233. Visit our website at www.familyfocusfcu.org for more information on Credit Union services."
- Browser Information:** A note stating "This site has been optimized for Internet Explorer, Netscape and Mozilla."

