

# Fortress Federal Credit Union Online Banking Walkthrough

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

1. Go to <https://www.shareteccu.com/fortressfcu> or click the link provided on the Credit Union's web page to log into the NEW Online Banking home page.
2. First time users (or members who are new to this Home Banking site) will need to select "Click HERE to enroll now".



Welcome / Sign In

## Welcome to Fortress Federal Credit Union's N

- **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 account number.
- **If you have any questions**, call us at 765.668.3313 or email us at [info@fortressfcu.org](mailto:info@fortressfcu.org)
- **Password Requirements:** Online Banking passwords must be at least 8 characters in length, and must contain 1 capital letter, 1 number and 1 special character (!,@,#,\$,or %). 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 07/1/2013. Call credit union for past history

### Returning Members

As of 7/1/2013, all Fortress 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. (TO THE RIGHT)

If you have any issues enrolling or navigating the new site, please call the Credit Union at (765) 668-3313.

Login ID:

Login

### Enroll Now

[Click HERE to enroll now](#)

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



# Fortress Federal Credit Union Online Banking Walkthrough

3. Enter your member **account number**, **email address** and **birth date**. 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:

EMAIL:

CONFIRM EMAIL:

BIRTH DATE:  (MM/DD/YYYY)

I acknowledge I have read and agree to the terms of the [Home Banking Disclosure](#)

4. Obtain your temporary password from your email address that you specified in the above screen and then press "click her to login"

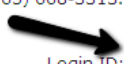
**Welcome to Home Banking**

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	Enroll Now
<p>As of 7/1/2013, all Fortress 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. (TO THE RIGHT)</p> <p>If you have any issues enrolling or navigating the new site, please call the Credit Union at (765) 668-3313.</p> <p> Login ID: <input type="text"/></p> <p><input type="button" value="Login"/></p>	<p><a href="#">Click HERE to enroll now</a> If you are an existing Credit Union member, you can enroll today into Home Banking!</p>



# Fortress Federal Credit Union Online Banking Walkthrough

- 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 Fortress Federal 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.

**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](#)



# Fortress Federal Credit Union Online Banking Walkthrough

8. After completing Authentication Questions, you will be returned to the login page. Verify the "Confidence Word" and enter the password that you received in your email and then press "Login".

Returning Members	Enroll Now
<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: <b>bsdc</b></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Login"/> <input type="button" value="Return"/></p> <p><a href="#">Forgot Your Password?</a></p>	<p><a href="#">Click HERE to enroll now</a></p> <p>If you are an existing Credit Union member, you can enroll today into Home Banking!</p>

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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 (YYY) 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><a href="#">Click HERE to enroll now</a></p> <p>If you are an existing Credit Union member, you can enroll today into Home Banking!</p>

9. The next step is to select a new password. It must be at least 8 characters in length, and must contain 1 capital letter, 1 number and 1 special character (!, @, #, \$, or %).



# Fortress Federal Credit Union Online Banking Walkthrough

**Your password has expired, you must change it now.**

**Login ID:**

**Current Password:**

**New Password:**

**Reenter New Password:**

Member Number  
Password from email  
Create new password

A screenshot of a web form for changing a password. The form has four input fields: 'Login ID', 'Current Password', 'New Password', and 'Reenter New Password'. Below these is a 'Change' button. To the right of the form are three callout boxes with arrows pointing to the input fields: 'Member Number' points to the Login ID field, 'Password from email' points to the Current Password field, and 'Create new password' points to the New Password field.

- 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:

**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?

A screenshot of a web form titled 'Setup Forgot Password Questions'. It contains a red message: 'There is no record of forgot password questions.' Below this is the instruction 'Answer one or more of the following questions'. There are four questions, each with a text input field: 'What is your mother's maiden name?', 'What is your birth date (mm/dd/yy)?', 'What high school did you graduate from?', and 'What is your favorite sports team?'. At the bottom is a 'Save' button.

- Once you have saved your answers, you will be directed to your Online Banking Account. You may have to click on the "here" to gain access to your HB home page.



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Your password has been successfully changed. [Click here](#) to return to the Home page.

[Home](#) | [Accounts](#) | [Transfers](#) | [Bill Pay](#) | [Services](#) | [Mail](#) | [Alerts](#) | [Logout](#)

Welcome to Online Banking.

Last Login: 11:51 AM EDT June 11, 2013  
Last Failed Login: N/A

Account Information		
My Accounts	Available Balance:	Current Balance:
Regular Shares	\$2,390.25	\$2,395.25

**Messages**

 0 New Messages

**Email Address**

**Credit Union News**

Welcome to Fortress Federal Credit Union's **NEW** Home Banking System!  
If you have any questions, please call (765) 668-3313.

**Browser Information**

This site has been optimized for Internet Explorer, Netscape and Mozilla.

