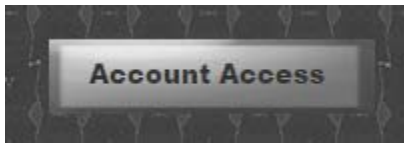


Health Systems CU Online Banking Walkthrough

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

1. Go to <http://207.98.225.91/index.html> or click the link provided on the Credit Union's web page to log into the NEW Online Banking home page.



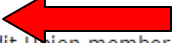
2. First time users (**or members who are new to this Home Banking site**) will need to select "Click HERE to enroll now".



Welcome to Health Systems Credit Union Home Banking

Welcome to Health Systems Credit Union's Online Banking Site

- Online Banking **Signup Help:** [Click Here](#)
- **All Members** must re-enroll in online banking as of 04/01/2015.
- **Password Requirements:** Your password must be a minimum of 8 characters in length, contain at least one upper and lower case letter, at least one number, and at least one special character. Remember that you may change your password any time by logging in and clicking the Services tab.
- If you have any questions, please call us at (865)689-6152.
- **PLEASE NOTE: A TEMPORARY PASSWORD WILL BE EMAILED WITH INITIAL ENROLLMENT.**

Returning Members	Enrolling or New Members
<p>If you are already enrolled in our new home banking site, you can login here. Your Login ID is your Member Number.</p> <p>Login ID: <input type="text"/></p> <p><input type="button" value="Login"/></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>

Health Systems CU Online Banking Walkthrough

3. Enter your member account number, social security number, zip code, birth date, and email address. 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:

SOCIAL SECURITY:
(no dashes)

EMAIL:

CONFIRM EMAIL:

MAIL ZIP CODE:

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.

<p>Returning Members</p> <p>If you are already enrolled in our new home banking site, you can login here. Your Login ID is your Member Number.</p> <p>Login ID: <input type="text"/></p> <p><input type="button" value="Login"/></p>	<p>Enrolling or 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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Health Systems CU 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 Health Systems 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. Then you must select a confidence word. These extra validations will ensure you have connected to the authorized online 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.

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](#)

Health Systems CU Online Banking Walkthrough

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

Returning Members	Enrolling or 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 Health Systems 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>

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

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 or New Members
<p>You are seeing this page because you have not previously used this computer to log into online 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>Where did you meet your spouse for the first time?</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</p> <p>If you are an existing Credit Union member, you can enroll today into Home Banking!</p>

Health Systems CU Online Banking Walkthrough

- 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 %).

Login ID:
 Member Number

Current Password:
 Password from Email

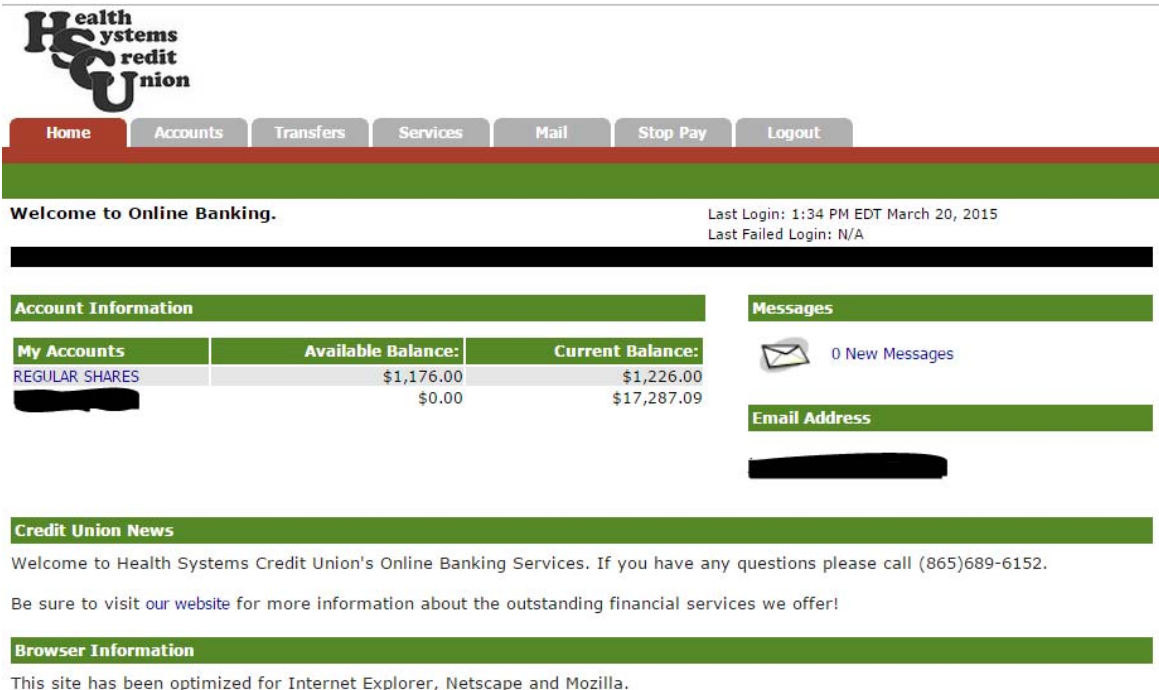
New Password:
 Create New Password

Reenter New Password:
 Reenter New Password

Click "Change"

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

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



The screenshot shows the Health Systems Credit Union online banking interface. At the top is the HSCU logo and a navigation menu with links for Home, Accounts, Transfers, Services, Mail, Stop Pay, and Logout. Below the menu, a green banner reads "Welcome to Online Banking." followed by login details: "Last Login: 1:34 PM EDT March 20, 2015" and "Last Failed Login: N/A". The main content area is divided into several sections: "Account Information" with a table of account balances, "Messages" showing 0 new messages, "Email Address" (redacted), "Credit Union News" with a welcome message and contact information, and "Browser Information" stating the site is optimized for Internet Explorer, Netscape, and Mozilla.

Account Information

My Accounts	Available Balance:	Current Balance:
REGULAR SHARES	\$1,176.00	\$1,226.00
[REDACTED]	\$0.00	\$17,287.09

Messages
0 New Messages


Email Address
[REDACTED]

Credit Union News
Welcome to Health Systems Credit Union's Online Banking Services. If you have any questions please call (865)689-6152. Be sure to visit our [website](#) for more information about the outstanding financial services we offer!

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

Health Systems CU Online Banking Walkthrough

11. If you are a **RETURNING** member (meaning you have already enrolled in Sharetec Home Banking) and you have forgotten your password, simply click on "Forgot Your Password?"

Returning Members	Enrolling or 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 Health Systems 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>

12. Enter your Login ID and Email address as directed.

Request Lost Password

You must provide **Login ID** and **Email address on file** to retrieve your password.

LOGIN ID:

EMAIL:

13. You will then receive a confirmation screen like below and an email will arrive with your temporary password.

Request Successful. Thank you.

Your password has been reset and will be e-mailed to the email address on file.

[Click Here to Login](#)