

Service Plus Credit Union Online Banking Walkthrough

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

1. Go to <http://www.service-pluscu.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. **Note:** Please do not use a previously saved favorite or link to get to the new Online Banking site.
2. First time users (or members who are new to this Online Banking site) will need to select "CLICK HERE".



Welcome / Sign In

Welcome to Service Plus Credit Unions New Online

- **Online Banking Signup Help:** [Click Here](#)
- **All Members** must re-entroll in online banking as of 04/01/2015.
- **Password Requirements:** Your password must be a minimum of 7 characters in length, contain at least one upper and lower case letter, and at least one number. 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 (309) 736-2500
- **PLEASE NOTE: A TEMPORARY PASSWORD WILL BE EMAILED WITH INITIAL ENROLLMENT.**

Returning Members

Please sign in to your Home Banking account.

Login ID:

Password:

Login

[Forgot Your Password?](#)

New Members

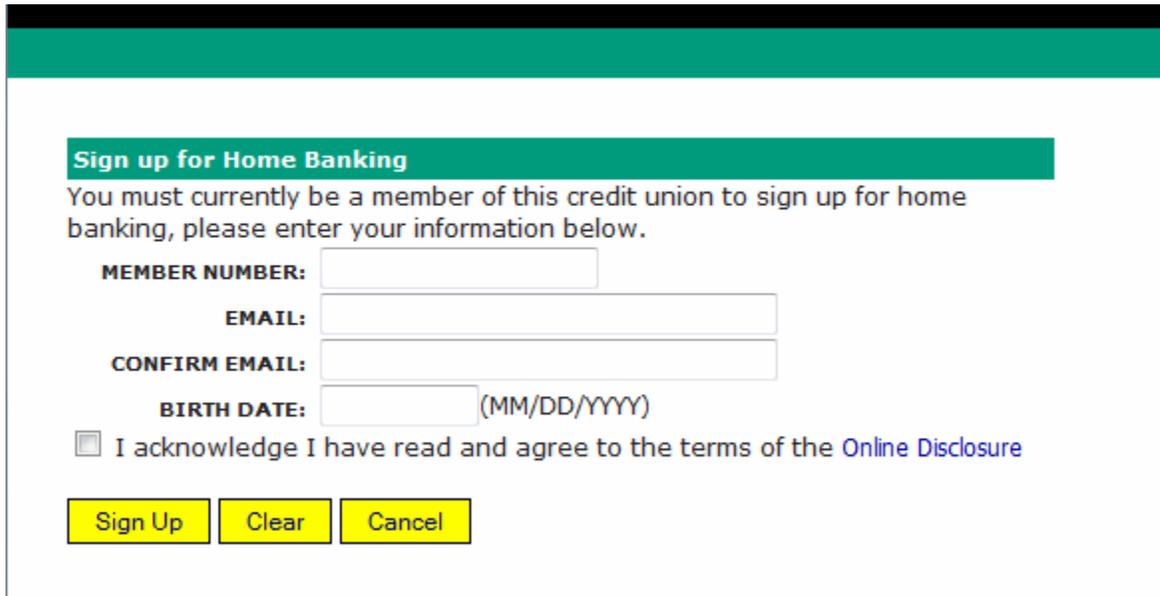
Existing Members, please [Click HERE](#) to use our New Online Banking Site for the first time.

Become a Member and apply for new accounts below!



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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 Online 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:

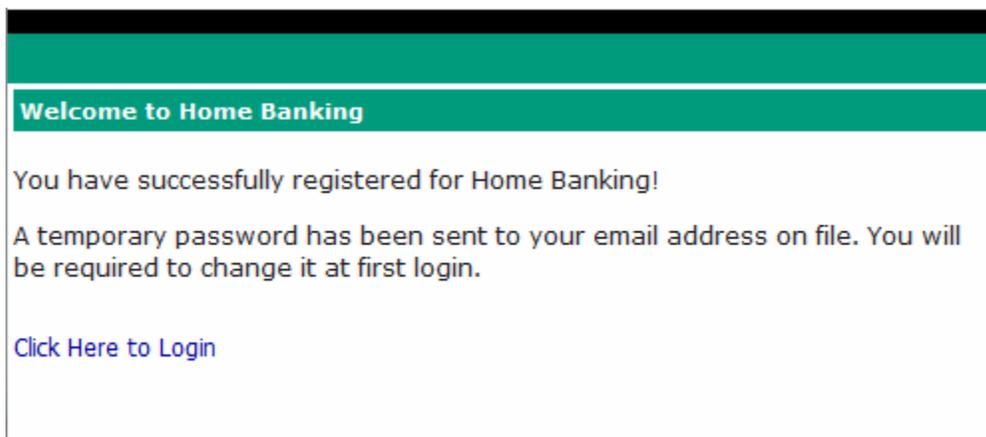
EMAIL:

CONFIRM EMAIL:

BIRTH DATE: (MM/DD/YYYY)

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

4. Obtain your temporary password from your email address that you specified in the above screen. Then press "Click Here to Log In".



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](#)

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

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 Account Number.</p>	<p>Existing Members, please Click HERE to use our New Online Banking Site for the first time.</p>
<p>Login ID: <input data-bbox="342 558 618 600" type="text"/></p> <p><input data-bbox="418 617 537 663" type="button" value="Login"/></p>	<p>Become a Member and apply for new accounts below!</p>
	

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- You will be prompted to answer a series of three authentication questions and enter 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 Rimrock Credit Union online banking site. Please note that answers to your authentication questions are case sensitive.

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

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.

Save Return

Remember me on this computer: This should be selected on the primary (non public) computer the member will be accessing HB with. Going forward if you log-in from another computer, the system will prompt you to answer one of your chosen Authentication Questions to verify your identity.

After all information has been entered, press the “Save” button.

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Your Confidence word has now been set. Select "Click Here to Login" to proceed to the login page where you will now see your newly chosen confidence word.

Request Successful. Thank you.

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

[Click Here to Login](#)

7. You will now be returned to the login page to verify your Confidence Word and enter your Password. Enter the password that you received in your email and then press "Login".

Verify Confidence Word and Enter Password

 Please enter the Login ID name and Password.

Welcome to Service Plus

- **Online Banking Signup Help:** [Click Here](#)
- **All Members** must re-entroll in online banking as of 04/01/2015.
- **Password Requirements:** Your password must be a minimum of 7 characters in length, contain at least one upper and lower case letter, and at least one number. 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 (309) 736-2500
- **PLEASE NOTE: A TEMPORARY PASSWORD WILL BE EMAILED WITH INITIAL ENROLLMENT.**

Returning Members

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 Sterling United immediately to report the incident.

Confidence Word: **stec**

Password:

Login

Return

[Forgot Your Password?](#)

Enrolling or New Members

Existing Members, please [Click HERE](#) to use our New Online Banking Site for the first time.

Become a Member and apply for new accounts below!



Service Plus Credit Union Online Banking Walkthrough

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 above along with inputting your email address:

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”.

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

Answer

Email Address:

Remember me on this computer.

- The next step is to select a new password. **Password Requirements:** Password must be a minimum of 7 characters in length, contain at least one upper and lower case letter, and at least one number.

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Your password has expired, you must change it now.

Login ID:
 ← **Member Number**

Current Password:
 ← **Password Sent to Email**

New Password:
 ← **Create New Password**

Reenter New Password:
 ← **Create New Password**

Change

9. Once you have chosen your new password, the following screen will be displayed for you to set up Forgot Password Questions. These are different from the MFA questions answered earlier. Answers to these questions are case sensitive.

The purpose of these questions is to provide a way for you to reset your password. In future when logging in and you are having trouble remembering your password, please click on the “Forgot Your Password?” link below the Login button. You will then have to correctly answer the Forgot Password Questions in order to be sent a new temporary password. **Please note** that after 5 unsuccessful attempts to enter your correct password, you will be locked out and will need to call the credit union during normal business hours.

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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?

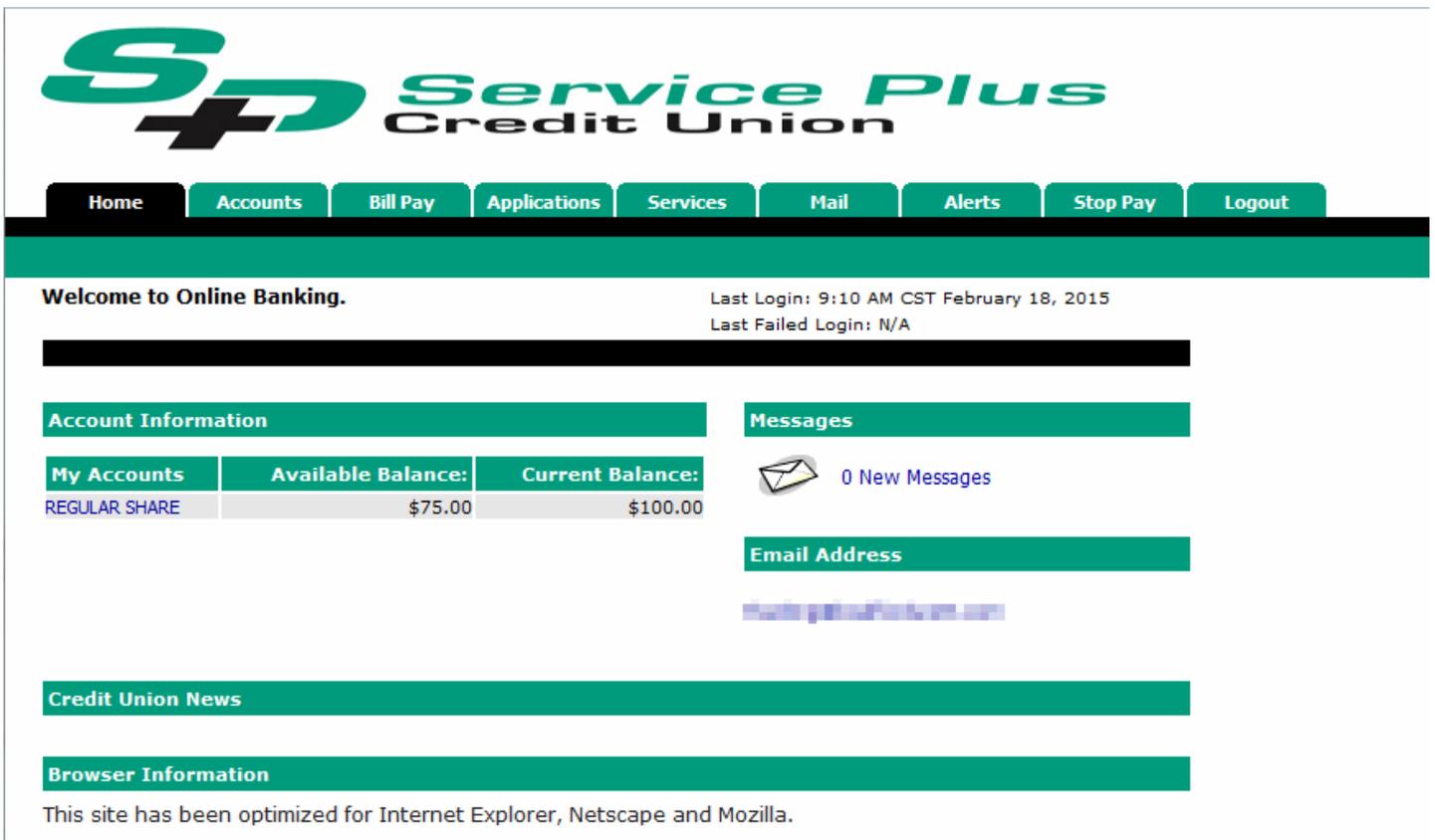
What is your birth date (mm/dd/yy)?

What high school did you graduate from?

What is your favorite sports team?

Save

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



The dashboard features the Service Plus Credit Union logo at the top left. A navigation bar contains buttons for Home, Accounts, Bill Pay, Applications, Services, Mail, Alerts, Stop Pay, and Logout. The main content area includes a welcome message, login history, account information, messages, email address, credit union news, and browser information.

Welcome to Online Banking. Last Login: 9:10 AM CST February 18, 2015
Last Failed Login: N/A

Account Information		
My Accounts	Available Balance:	Current Balance:
REGULAR SHARE	\$75.00	\$100.00

Messages
0 New Messages

Email Address
hw@spcu.com

Credit Union News

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

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