

Online Banking Enrollment Instructions

Use these instructions to enroll in Stepping Stones Community FCU online banking.

Stop! Before starting, please read and have the following information ready:

- You must already be a member of the credit union to enroll in online banking.
- During the enrollment process a temporary password will be sent to the email address on the account to be enrolled. You must have access to the email address in order to complete the process.
- **You will need**
 - The member number of the account you wish to enroll
 - The date of birth on the account to be enrolled
 - The email address on the account to be enrolled

Step 1 – Go to Home Banking

1. Click the **Online Banking** link on the credit union website.
Or, open a browser and go to
<https://www.shareteccu.com/sscfcu>.
2. Then, click **Click HERE to enroll now**.

Step 2 – Enter Enrollment Information

Note: All entered information must match the member information on file with the credit union.


1. Enter the following:
 - Member number
 - Email address on the account. A temporary password will be sent to this address.
 - Birth date (mm/dd/YYYY)
2. Review the terms and conditions, then check the box to accept the terms.
3. Click **Sign Up**.

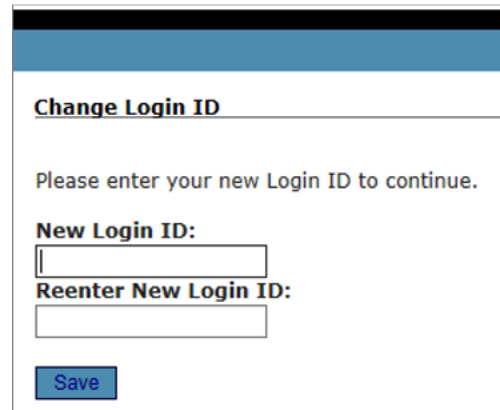
Step 3 – Create Login ID

In this step you will create a home banking login ID.

Login ID Best Practices:

- Avoid easy to guess IDs like your name, your children's or pet's names.
- Consider using upper and lower case letters and numbers.
- The special characters !@#\$%^&*() are not allowed in this field.

1. Enter the new login ID.
2. Enter the new login ID a second time.
3. Click **Save** .

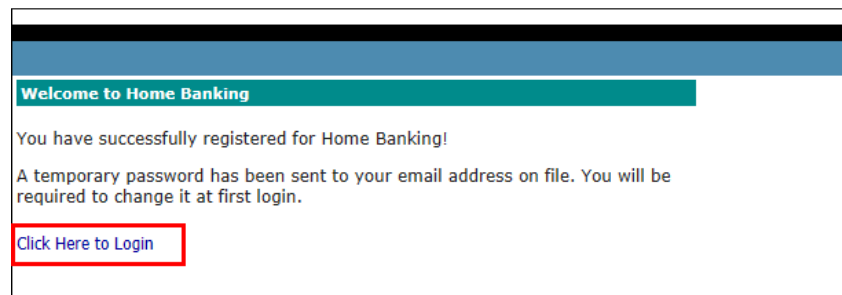


Step 4 – Receive Temporary Online banking Password


Check your email for the temporary password sent to the email address that was entered in step 2.

Note: If you do not receive an email with the password, check your junk email and spam filter. Or, contact the credit union for assistance.

Click the **Click Here to Login** link.




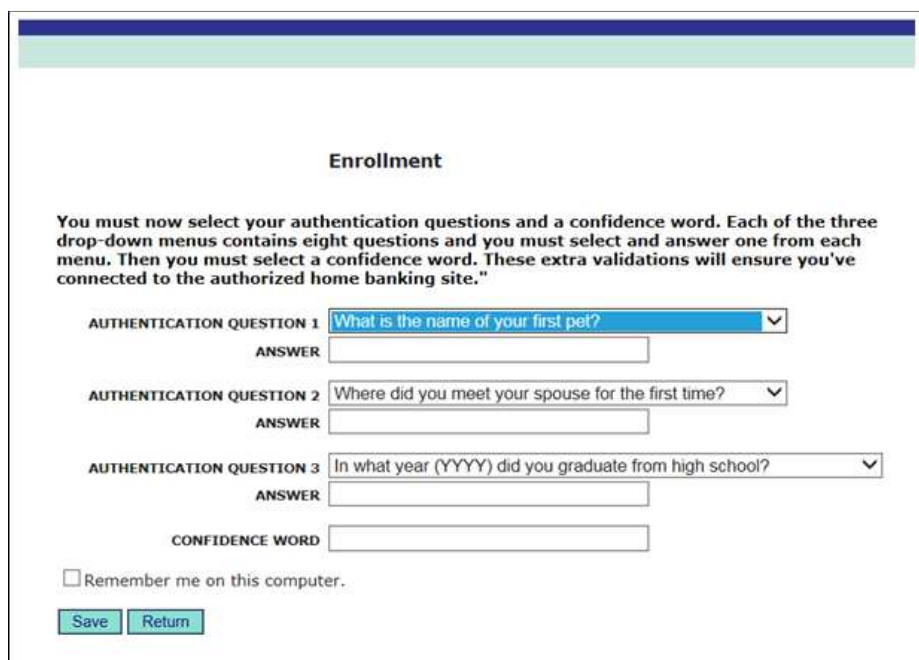
Step 5 – Login with New Online banking Login ID

1. At the next screen, enter the new login ID you created in step 3.
2. Click **Login** .

Step 6 – Select Authentication Questions & Confidence Word


Next, select authentication questions and a confidence word. When you log into online banking you will be asked 1 of the authentication questions to verify your identity. The confidence word is displayed every time you log into online banking as another layer of security.


1. **Pick 3 authentication questions** from the lists and provide answers to each question.
2. Enter your confidence word. **Tip:** Certain words may be restricted from use.
3. Review the authentication questions that you selected and your answers carefully. Double-check your confidence word.
4. If the computer you are enrolling on is a private computer, you can check the **Remember me on this computer** box to streamline future logins. If this *is not* a private computer, do not check this box.
5. Click **Save** .




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:

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.

Step 7 – Confidence Word Confirmation

A confirmation that your confidence word has been set displays.

Click the **Click here to Login** link to continue.



Request Successful. Thank you.

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


[Click Here to Login](#)

Step 8 – Verify Confidence Word and Enter Password

If the displayed confidence word is correct, enter the **temporary** password that was sent to you.

Then, click **Login** [Login](#).

Verify Confidence Word and Enter Password

 **Please enter the Login ID name and Password.**
Please call your credit union to be set up for home banking.

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: confidence</p> <p>Password: <input style="width: 150px;" type="password"/></p> <p style="text-align: center;"> Login Return </p> <p style="text-align: center;">Forgot Your Password?</p>	<p>Click HERE to enroll now If you are an existing Credit Union member, you can enroll today into Home Banking!</p>

Step 9 – Create new online banking password

Now, you will change your temporary password to a permanent password.

1. Enter the login ID you created in step 3.
2. In the current password field, enter the **temporary password that was sent to your email address**.
3. **Use these rules to create your new password:**
 - minimum of 8 characters long
 - include at least 1 upper case letter & 1 lower case letter
 - include at least 1 numeral
 - include at least 1 special character.

Examples of special characters are
~!@#\$\$%^&()+?
4. Click **Change** [Change](#).

Your password has expired, you must change it now.

Login ID:

Current Password:

New Password:

Reenter New Password:

[Change](#)

Important: Remember your password!

Step 10 – Answer Forgotten Password Questions

1. Answer 1 or more of the listed questions. These questions will display if you have forgotten your password and you click the *Forgot our Password?* link.

Important: If you answer the birthdate question, enter the same birthdate that is on the member account.

2. Click **Save**.

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

Step 11 – Completion

After clicking save, you will see the sign in page, which means you have completed the enrollment process! You can log in and begin using home banking.