

## Online Banking Enrollment Instructions

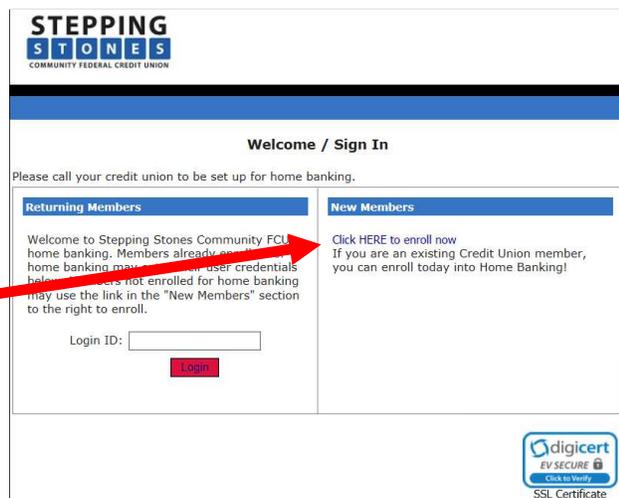
Use these instructions to enroll in Stepping Stones Community FCU online banking.

**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**.

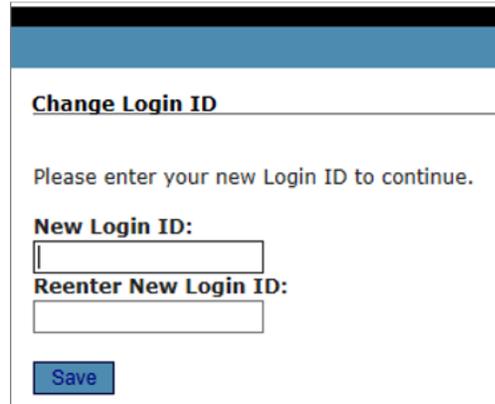
### Step 3 – Create Login ID

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** .

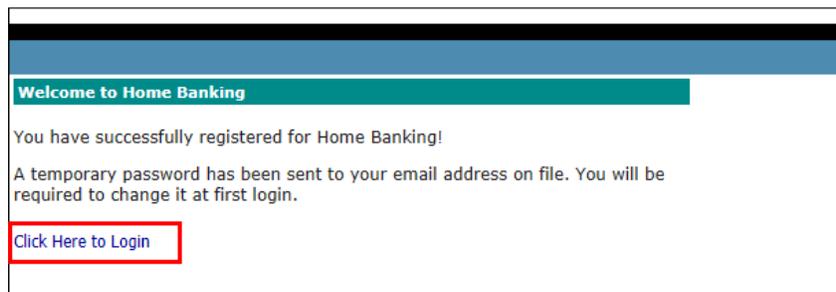


### Step 4 – Receive Temporary Online banking Password

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** .

**Step 7 – Confidence Word Confirmation**

A confirmation that your confidence word has been set displays.

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

**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** .

**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** .

**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**

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**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?**

**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.