

# Sterling United FCU Online Banking Walkthrough

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

1. Go to <https://www.sufcu.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".

The screenshot shows the Sterling United FCU Online Banking site. At the top, it says "Welcome to Sterling United Federal Credit Union Home Banking". Below that, a blue banner reads "Welcome to Sterling United's New Online Banking Site!". Underneath the banner, there are several bullet points: "Online Banking Signup Help: Click Here", "All Members must re-entroll in online banking as of 12/01/2014.", "Password Requirements: Your password must be a minimum of 8 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.", "Account History will begin as of 12/1/2014.", and "If you have any questions, please call us at (812)425-0111". Below the banner, there are two main sections: "Member Login" and "Enrolling or New Members". The "Enrolling or New Members" section is highlighted with a red arrow. It contains the text: "Existing Members, please CLICK HERE to use our New Online Banking Site for the first time." and "Become a Member and apply for new accounts below!". There is also a button that says "NOT A MEMBER? Click Here To Open An Account Online".

**Welcome to Sterling United Federal Credit Union Home Banking**

**Welcome to Sterling United's New Online Banking Site!**

- Online Banking **Signup Help:** [Click Here](#)
- **All Members** must re-entroll in online banking as of 12/01/2014.
- **Password Requirements:** Your password must be a minimum of 8 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.
- Account History will begin as of 12/1/2014.
- If you have any questions, please call us at (812)425-0111

**Member Login**

If you are already enrolled in our new home banking site, you can login here...Your Login ID is your Account Number.

Login ID is your account number.

Login ID:

Password:

[Login](#)

[Forgot Your Password?](#)

**Enrolling or New Members**

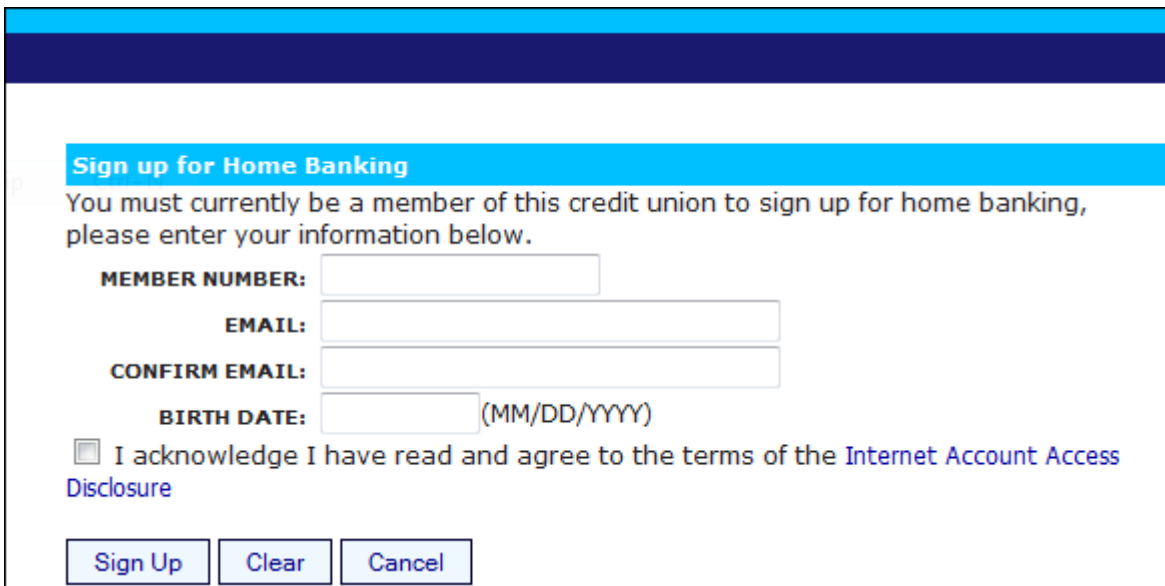
Existing Members, please [CLICK HERE](#) to use our New Online Banking Site for the first time.

Become a Member and apply for new accounts below!

[NOT A MEMBER? Click Here To Open An Account Online](#)

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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:**

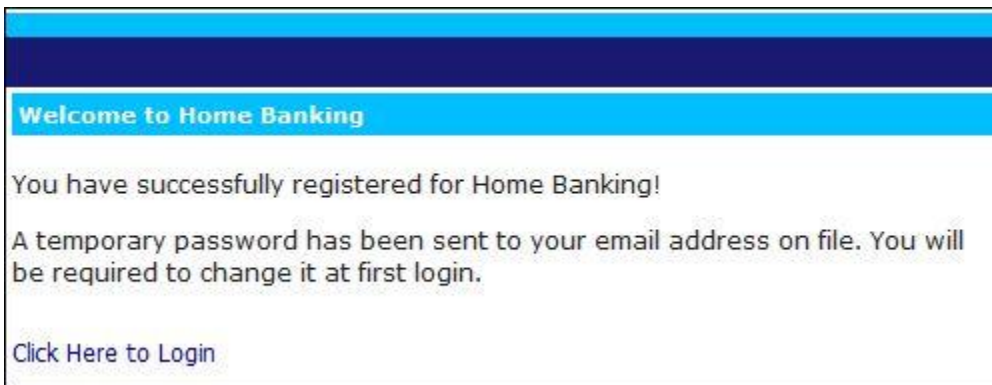
**EMAIL:**

**CONFIRM EMAIL:**

**BIRTH DATE:**  (MM/DD/YYYY)

I acknowledge I have read and agree to the terms of the [Internet Account Access 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](#)

# Sterling United FCU Online Banking Walkthrough

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.

Member Login	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 <a href="#">CLICK HERE</a> to use our New Online Banking Site for the first time.</p>
<p>Login ID is your account number.</p>	<p>Become a Member and apply for new accounts below!</p>
<p>Login ID: <input type="text"/> </p> <p><input type="button" value="Login"/></p>	

# Sterling United FCU Online Banking Walkthrough

- 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 Sterling United Federal 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.

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.

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.



# Sterling United FCU Online Banking Walkthrough

Welcome to Home Banking

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


[Click Here to Login](#)



# Sterling United FCU Online Banking Walkthrough



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 Sterling United's New Online Banking Site!**

- Online Banking **Signup Help:** [Click Here](#)
- **All Members** must re-entroll in online banking as of 12/01/2014.
- **Password Requirements:** Your password must be a minimum of 8 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.
- Account History will begin as of 12/1/2014.
- If you have any questions, please call us at (812)425-0111

Member Login	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 Sterling United immediately to report the incident.</p> <p>Confidence Word: <b>sharetec</b></p> <p>Password: <input style="width: 150px; height: 20px; border: 1px solid #ccc;" type="password"/> </p> <p style="text-align: center;"><input type="button" value="Login"/> <input type="button" value="Return"/></p> <p style="text-align: center;"><a href="#">Forgot Your Password?</a></p>	<p>Existing Members, please <a href="#">CLICK HERE</a> to use our New Online Banking Site for the first time.</p> <p>Become a Member and apply for new accounts below!</p> <div style="text-align: center; margin-top: 20px;"><p><b>NOT A MEMBER?</b> <i>Click Here To Open An Account Online</i></p></div>

# Sterling United FCU 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. Your password must be a minimum of 8 characters in length, contain at least one upper and lower case letter, and at least one number.

**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**

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9. 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.

**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?**

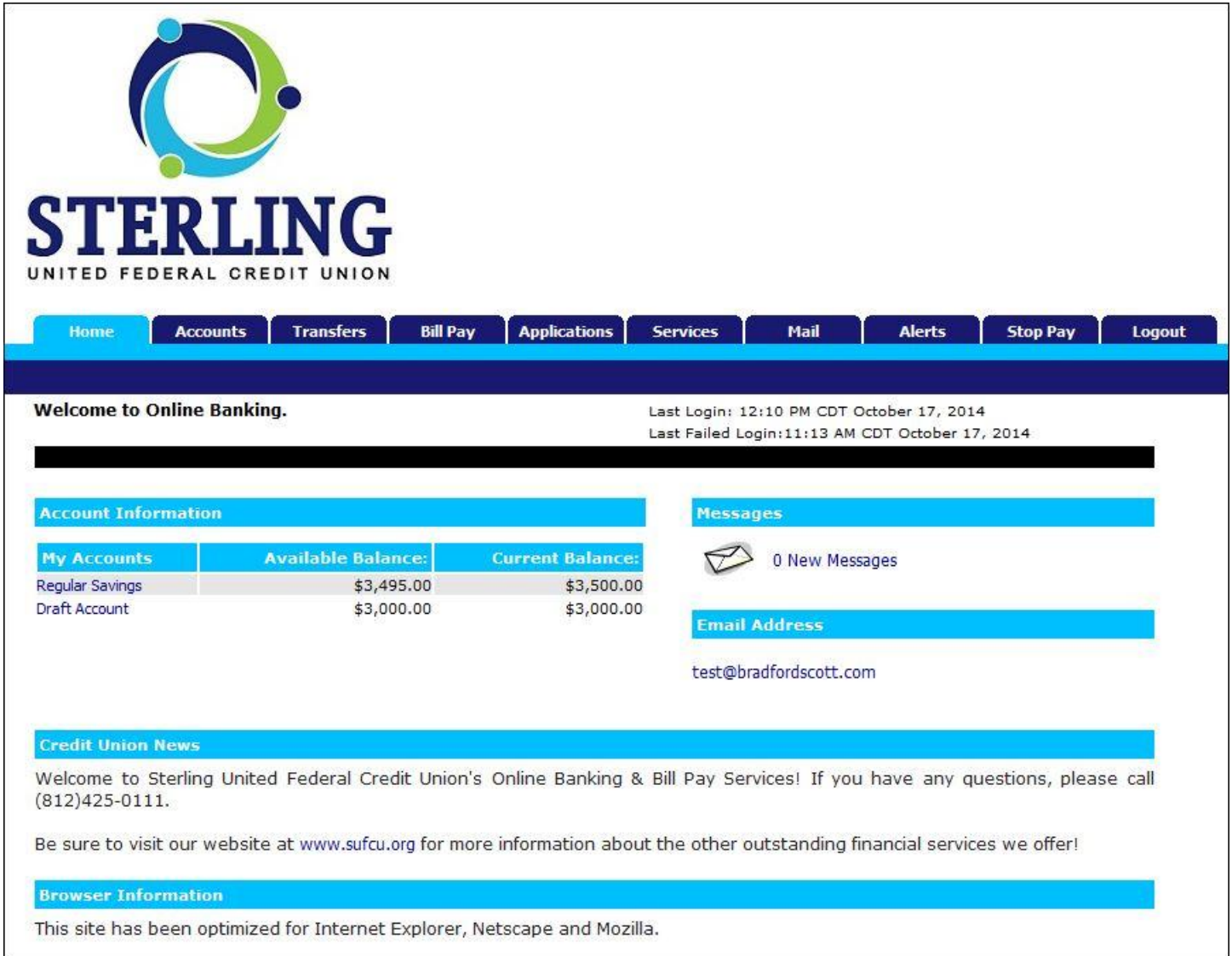
**What is your birth date (mm/dd/yy)?**

**What high school did you graduate from?**

**What is your favorite sports team?**

# Sterling United FCU Online Banking Walkthrough

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



The screenshot shows the Sterling United Federal Credit Union online banking interface. At the top left is the Sterling logo, a stylized 'S' composed of blue and green circles. Below the logo is the text 'STERLING UNITED FEDERAL CREDIT UNION'. A navigation bar contains links for Home, Accounts, Transfers, Bill Pay, Applications, Services, Mail, Alerts, Stop Pay, and Logout. The main content area is divided into several sections: a welcome message with login details, account information, messages, email address, credit union news, and browser information.

**STERLING**  
UNITED FEDERAL CREDIT UNION

Home Accounts Transfers Bill Pay Applications Services Mail Alerts Stop Pay Logout

**Welcome to Online Banking.** Last Login: 12:10 PM CDT October 17, 2014  
Last Failed Login: 11:13 AM CDT October 17, 2014

**Account Information**

My Accounts	Available Balance:	Current Balance:
Regular Savings	\$3,495.00	\$3,500.00
Draft Account	\$3,000.00	\$3,000.00

**Messages**  
0 New Messages

**Email Address**  
test@bradfordscott.com

**Credit Union News**  
Welcome to Sterling United Federal Credit Union's Online Banking & Bill Pay Services! If you have any questions, please call (812)425-0111.  
Be sure to visit our website at [www.sufcu.org](http://www.sufcu.org) for more information about the other outstanding financial services we offer!

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