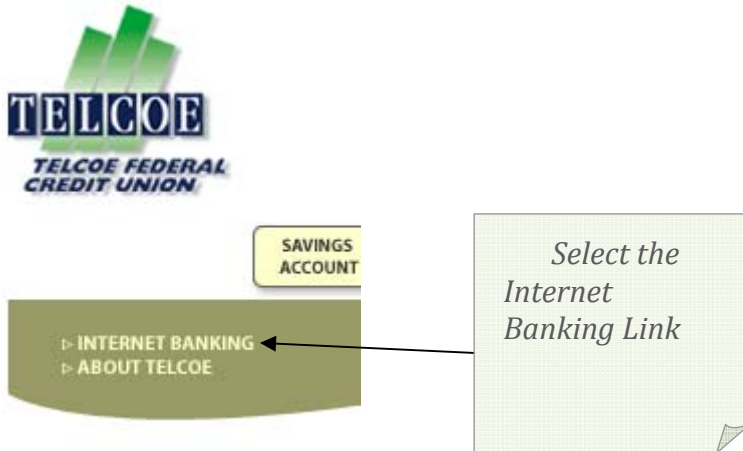

Telcoe FCU Internet Banking

Accessing the Internet Banking Website

1. Visit www.telcoe.com
2. Click on 'Internet Banking' in the upper left hand corner of the site



3. Click 'Internet Banking' again



New User Registration

1. Select 'Setup Your Info' under New Internet Banking User

Welcome to our Internet Banking page, choose your login type:

REGISTERED INTERNET BANKING USER
Click here to login to your account
LOGIN →

NEW INTERNET BANKING USER
Click here to setup your security questions and security key/word
SETUP YOUR INFO →

Select the Setup Your Info link

2. Enter the following then select Next:
 - a. Member Number
 - b. PIN → initially the last 4 of your social security number
 - c. Random code
 - d. Select Next

ENTER YOUR ACCOUNT NUMBER, YOUR PASSWORD, & THE RANDOM CODE

Member/Account Number

PIN

Random Code [Click here for an audio code](#)

Enter Random Code

NEXT →

Enter Member Number

Enter PIN

Random Code

Enter Random Code

3. Security Screen
 - a. Enter THREE Security Questions and Answers
 - i. You can choose pre-made questions or create your own
 - b. Enter a Security Key
 - i. This will show each time you login to ensure you are in the correct account
 - c. Enter your e-mail address
 - i. This is optional, however we recommend entering a valid e-mail address
 - d. Select Finalize

Security Question 1

Create your own question:

or use one of ours:

Answer to Question 1:

Security Question 2

Create your own question:

or use one of ours:

Answer to Question 2:

Security Question 3

Create your own question:

or use one of ours:

Answer to Question 3:

Security Key [what is this?](#)

Email Address (optional)

- CONGRATULATIONS!!!** You have now created and successfully logged into your Telcoe Online Banking Account

Exiting User Login

- Select 'Login' under Registered Internet Banking User

Welcome to our Internet Banking page, choose your login type:

REGISTERED INTERNET BANKING USER
Click here to login to your account

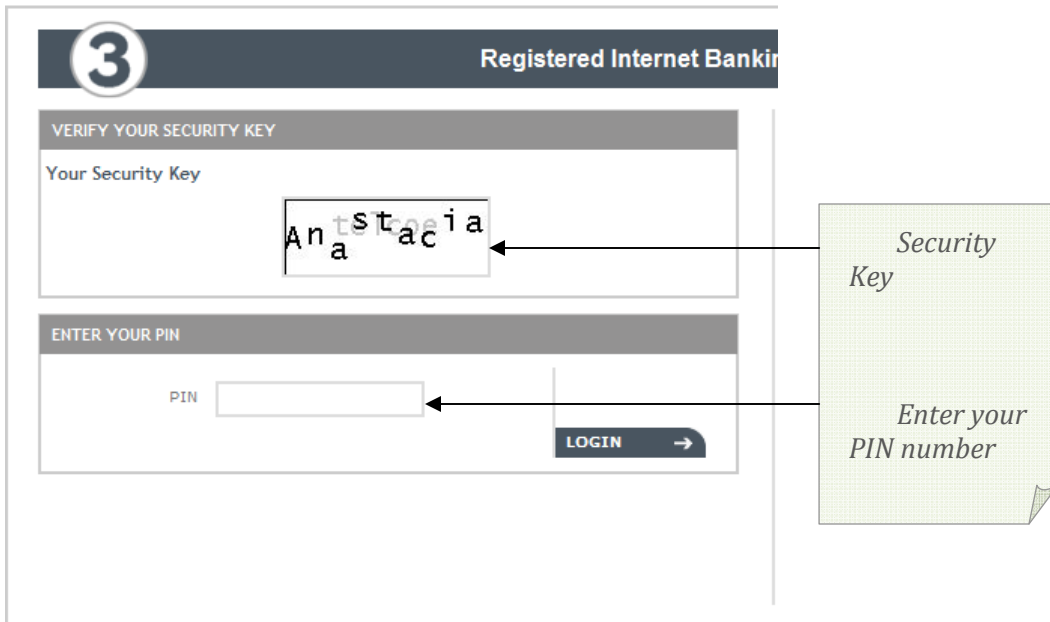
NEW INTERNET BANKING USER
Click here to setup your security questions and security key/word

Select the Login link

- Step 1: Enter the following then select Next:
 - Member Number
 - PIN → initially the last 4 of your social security number
 - Random code
 - Select Next

3. Step 2: Enter the Answer to your Security Question
 - a. Do NOT select 'Remember Me' unless you are the ONLY person to use your computer. By selecting this, you will allow anyone with access to your computer, to automatically login to your online banking account.

4. Step 3: Verify the Security Key is correct and enter your PIN
 - a. If the security key is incorrect, please contact us immediately
 - i. Contact Number: 501-375-5321 or 1-800-482-9009



5. **CONGRATULATIONS!!!** You are now logged into your Internet Banking Account
- Your screen will resemble the one below. All your accounts related to your member number will be shown.

Your Name - You are logged in Session Time **09:36**

Security Key : **Anastacia**
 Last Logged In : Wed Sep 28 11:52:20 MDT 2011

Internet Banking Message of the Day

Messages from Telcoe Federal Credit Union

Accounts | Check Services | Transfer | Billpay | eStatements | Options | Help | Just Ask | Logout

Printer Friendly
Refresh Balances

Deposit Accounts			
Account ID	Description	Balance	Avail. Balance
01	REGULAR SHARE	\$0.00	\$0.00
10	FREE CHECKING ACCOUNT	\$0.00	\$0.00
Total Deposit Assets		\$0.00	\$0.00

Internet Banking Tabs

[Accounts](#) | [Check Services](#) | [Transfer](#) | [Billpay](#) | [eStatements](#) | [Options](#) | [Help](#) | [Just Ask](#)

Accounts:

Shows all accounts associated with one member number.

Check Services:

This allows the viewing of check history and statuses on the account.

Transfer:

This tab allows you to transfer funds to and from your Telcoe accounts. You also have the option to schedule a transfer.

Bill Pay

This selection takes to a site outside of the internet banking site that allows online bill pay.

e-Statements

This takes you to a site outside of the Internet Banking site to allow you to view your banking statements online.

Options

This tab allows you to view and update the following:

- Messages
- Change PIN
- Customer Info
- Account Nickname
- Show/Hide Accounts
- Transaction Categories
- Authentication Questions
- Secure Login Download
- Color Settings
- History Preferences
- Statistics

Help

This link loads a page with step by step instructions for initiating transfers of funds from accounts.

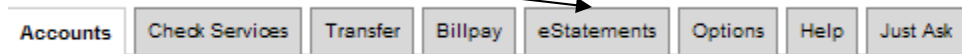
Just Ask

Not currently active.

E-Statements

Sign Up for E-Statements

1. Log in to Telcoe Internet Banking
2. Select the 'eStatements' tab



3. Select the blue 'Click Here' link
4. E-Statement Consent
 - a. Read document
 - b. Enter member number (account number)
 - c. Enter last 6 digits of your social security number
 - d. Click the checkbox if you wish to receive email notification that your online statement is available.
 - e. Select I Agree to proceed.

A screenshot of the E-Statement Consent form. It contains two input fields: 'Member Number:' and 'Last Six Digits Of Social Security Number:'. Below these is a checkbox with the text 'Check this box if you would like to receive an email when new statements are available.' and two buttons: 'I Agree' and 'I DO NOT Agree'. A callout box on the right lists 'Member Number', 'Last 6 SSN', and 'Email notification' with arrows pointing to the corresponding fields. Another arrow points from the checkbox to the 'I Agree' button.

5. Enter in a new password twice and a phrase to assist you in remembering your chosen password

A screenshot of the 'New Password' form. It includes a warning: 'You are required to change your password before proceeding. Passwords are sensitive to upper and lower case letters.' Below this are three input fields: 'New Password:', 'Confirm New Password:', and 'Password Reminder:'. Below the 'Password Reminder' field is the instruction: 'Enter a phrase to help you recall your password. The reminder will be presented in the event that your password is forgotten.' At the bottom is a 'Save' button.

6. You are now officially registered for E-Statements

Statement Selection: XXXXX

Member Name: **Your Name**
Account #: **XXXXX**

Current Statement: [September 30, 2011](#)

To view these statements you must have Acrobat Reader.
[Click here to download Acrobat Reader.](#)

Check images are available for 6 months. Some images may not be available.
[Click here to learn more.](#)

View E-Statements

1. Log in to Telcoe Internet Banking
2. Select 'estatemnts' tab
3. Log in to E-Statements
4. Review Statements:
 - a. Download Acrobat Reader (if you do not already have it computer)

*Select Link to
Download
Acrobat Reader*

on your

Statement Selection: XXXXX

Member Name: **Your Name**
Account #: **XXXXX**

Current Statement: [September 30, 2011](#)

To view these statements you must have Acrobat Reader.
[Click here to download Acrobat Reader.](#)

Check images are available for 6 months. Some images may not be available.
[Click here to learn more.](#)

-
-
-
- b. To view Statements:

Statement Selection: XXXXX

Member Name: **Your Name**
Account #: **XXXXXX**

Current Statement: [September 30, 2011](#)

To view these statements you must have Acrobat Reader.
[Click here to download Acrobat Reader.](#)

Check images are available for 6 months. Some images may not be available.
[Click here to learn more.](#)

*Select Statement
Date*