

SFFCU Online & Mobile User Guide

Existing User Conversion (For Former E-access Online Banking Users)

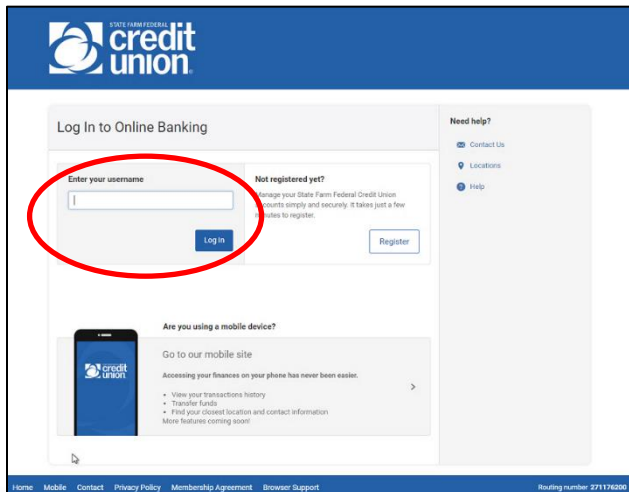
Introduction

Members who **have** utilized SFFCU's previous E-access online banking system since March 2019 should follow these steps to begin using our new online banking system and mobile app.

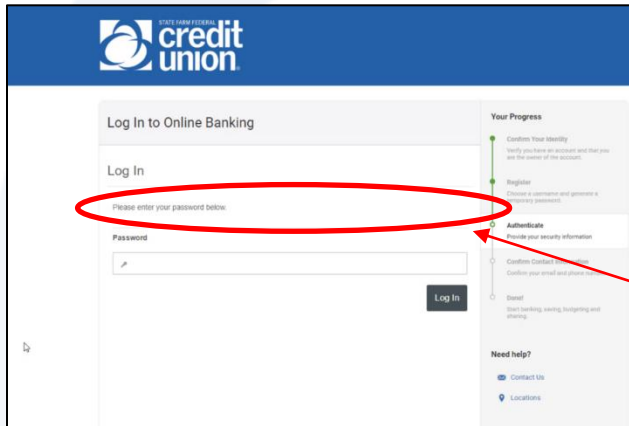
- Account conversion can be completed at my.statefarmfcu.com or on our mobile app. While this guide depicts conversion on my.statefarmfcu.com, the steps and information required through the mobile app are similar.
- Conversion on either platform will allow members to use both systems with the same username and password. Members are **not** required to convert twice.
- Members who previously had an E-access account that was **not** accessed since March 2019 should follow the New User Registration process.
- Usernames and passwords are unique to each account. **Do not share your username or password with unauthorized users, as anyone with this information may access and use your account.**
- **You will use your existing E-access username in our new online banking system, and will be prompted to set up a new password during the conversion process. Always choose a username and password that is not used for other websites or online accounts.**

Instructions

1. Access our online banking system at my.statefarmfcu.com (mobile users should open the app downloaded from the Apple App Store or Google Play).
2. Enter your existing username in the Log In field as shown below (the username previously used in our former E-access online banking system).

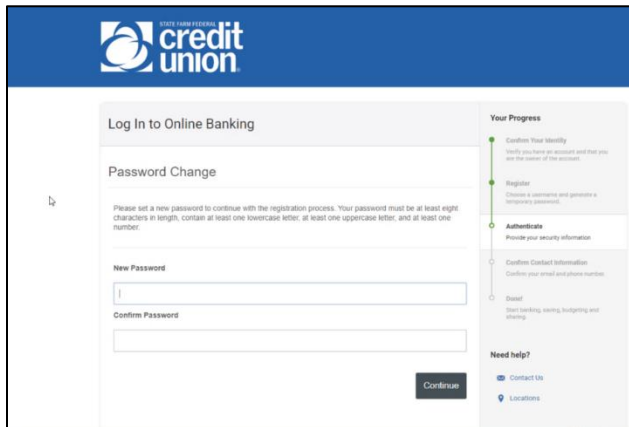


- After entering your existing username, the following screen will ask you to provide a temporary password using personal information on file with the Credit Union (note: the instructions for entering the password have been removed for security purposes, but will appear during the actual login process).



Instructions omitted on this document for security purposes.

- Once your identity is confirmed, select a new password for your account, which must be at least eight characters in length, contain at least one lowercase and one uppercase letter, and at least one number. Special characters may be used but are not required.



- After your new password is configured, you will be automatically logged into our online banking system and prompted to review your primary contact information.

If you have not yet downloaded our mobile app, visit Google Play or the Apple App store to download today (you will use the same username and password to access your account on the mobile app).

