

SFFCU Online & Mobile User Guide

New User Registration *(No Previous E-access account or activity since March 2019)*

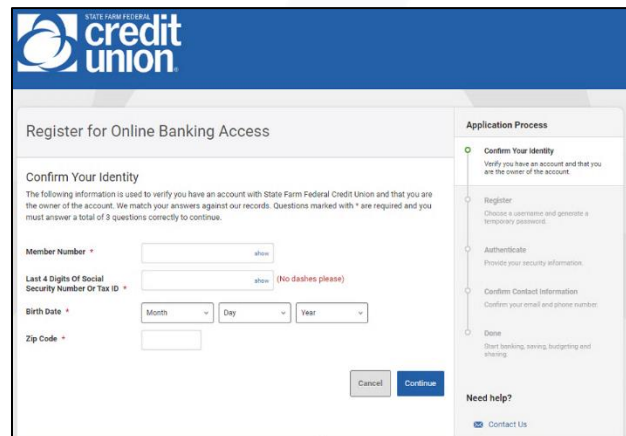
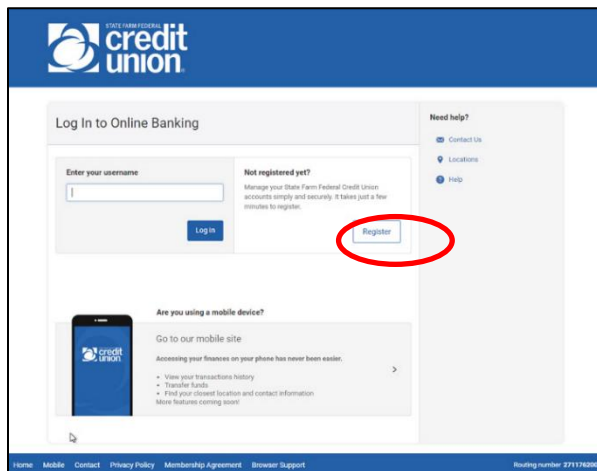
Introduction

Members who **have not** utilized SFFCU's previous E-access online banking system since March 2019 should follow these steps to register and begin using our new online banking system and mobile app.

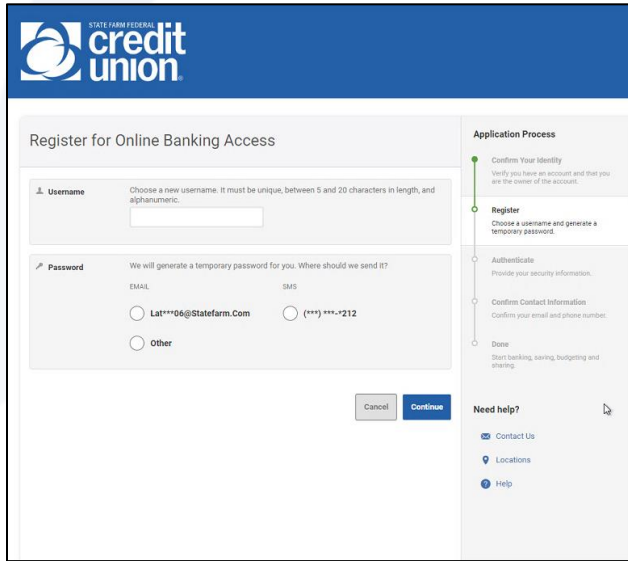
- Initial registration can be completed at my.statefarmfcu.com or on our mobile app. While this guide depicts registration on my.statefarmfcu.com, the steps and information required through the mobile app are similar.
- Registration on either platform will allow members to use both systems with the same username and password. Members are **not** required to register twice.
- Members who previously had an E-access account that was accessed since March 2019 should follow the Converted 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.**
- **Choose a username and password that is not used for other websites or online accounts.**

Instructions

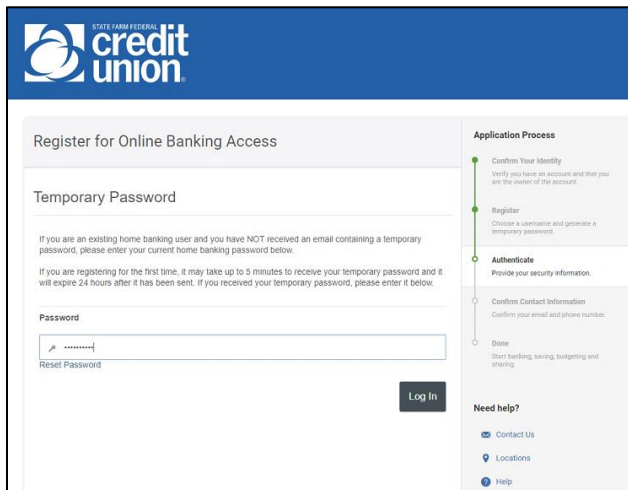
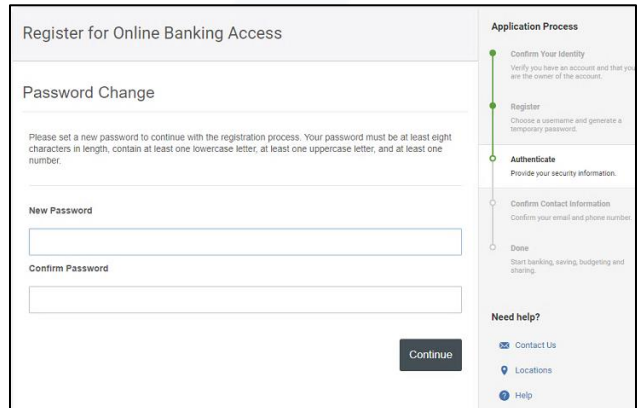
1. Access our online banking system at my.statefarmfcu.com (mobile users should open the app downloaded from the Apple App Store or Google Play).
2. Choose the "Register" option shown below (or "sign up now" in the mobile app login screen). After accepting the Online and Mobile Banking Agreement and Disclosures, provide the information required to confirm your identity on the following screen. You will need your SFFCU member number, which can be found on your SFFCU account statement and your original membership materials.



- Once your identity is confirmed, please select a username for online banking and mobile app access. Usernames must be unique, between 5 – 20 characters in length, and alphanumeric. Our system will inform you if a desired username is already in use. Once a unique username is selected, a one-time temporary password will be sent to your email or mobile text number on file. For security reasons, you cannot specify another email address or mobile number during this process. If the email or mobile number displayed is not current, please contact the Credit Union at 888-521-5209 for assistance.



- Check the method of delivery specified for your temporary password, and enter it in the temporary password screen. *Note: if you do not receive a temporary password, select “Resend Password” to return to the registration screen and select an alternate delivery method.* After entering your temporary password, you will select a new password for your account. This 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.

5. 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).

