

Get Started – Register To Use SFFCU Online Banking & Mobile App

What you should know...

- Initial registration may be completed at my.statefarmfcu.com (click “**Login to Online Banking**” on the SFFCU home page) or download 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.
- 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.**

Use these step-by-step instructions:

Step 1

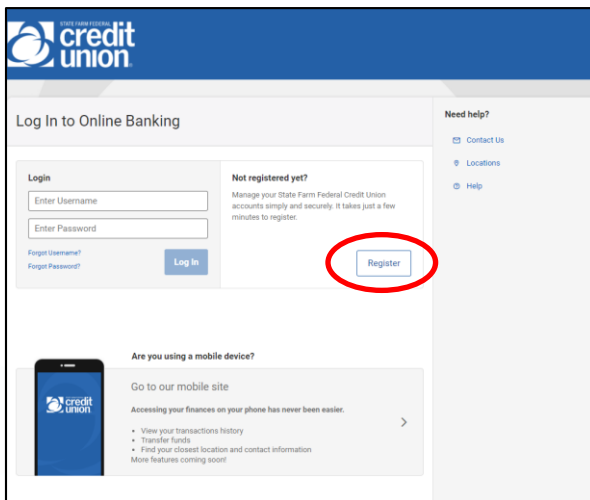
Access our online banking system at my.statefarmfcu.com (mobile users should open the app once they download from one of the following digital app stores compatible with their device.)



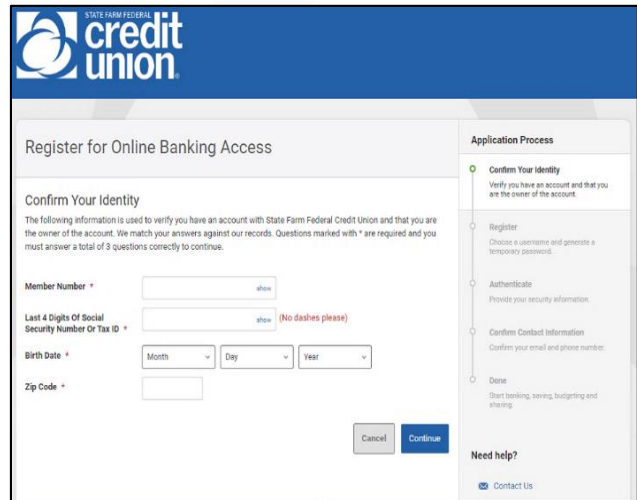
Step 2

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/or your original membership materials.



The screenshot shows the 'Log In to Online Banking' page. On the right side, there is a 'Need help?' section with links for 'Contact Us', 'Locations', and 'Help'. Below the login fields, there is a 'Not registered yet?' section with a 'Register' button circled in red. At the bottom, there is a section for mobile devices with a 'Go to our mobile site' button and a list of features.

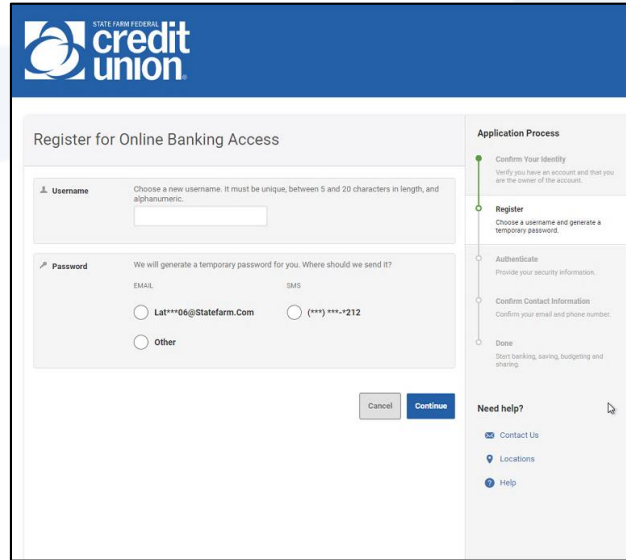


The screenshot shows the 'Register for Online Banking Access' page. The 'Confirm Your Identity' section is highlighted. It includes fields for 'Member Number', 'Last 4 Digits Of Social Security Number Or Tax ID', 'Birth Date' (with Month, Day, and Year dropdowns), and 'Zip Code'. There are 'Cancel' and 'Continue' buttons at the bottom. On the right, there is an 'Application Process' sidebar with steps: 'Confirm Your Identity', 'Register', 'Authenticate', 'Confirm Contact Information', and 'Done'.

Step 3

Once your identity is confirmed, please select a username for online banking and mobile app access.

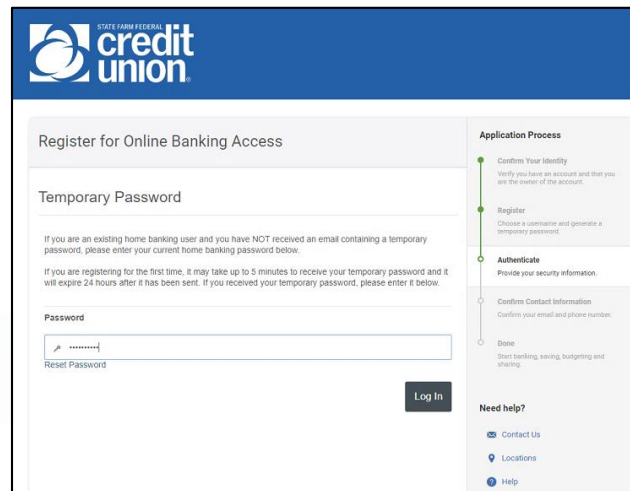
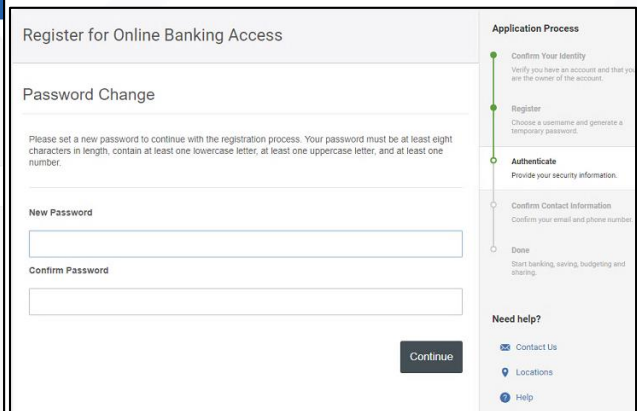
Usernames must be unique, between 5 – 20 characters in length, and alphanumeric. Our system will inform you if a desired username is already in use. Once a unique username is selected, a one-time temporary password will be sent to your email or mobile text number on file. For security reasons, you cannot 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.



Step 4

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.

Step 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 haven't already, download our mobile app (you will use the same username and password to access your account on the mobile app.)

