

Riverside Community Credit Union Home Banking Walkthrough

When you are enrolling in Home Banking for the first time, here are the screens you will encounter.

1. Go to <https://www.shareteccu.com/riversideccu> or click the link provided on the Credit Union's web page.

RCCU RIVERSIDE COMMUNITY CREDIT UNION

Welcome / Sign In

Returning Members

As of 3/5/12, all Riverside Community Credit Union Home Banking Members will need to sign up for our NEW Home Banking Site. To sign up, click on the "Click Here to enroll now" link under the New Members area.

If you have any issues enrolling or navigating the new site, please call the Credit Union at (815) 933-1101.

Login ID:

New Members

Click HERE to enroll now
If you are an existing Credit Union member, you can enroll today into Home Banking!

2. First time users will need to select "Click HERE to enroll now". You will need to enter your member number, social security number, email address, zip code and birth date. You will then need to click the box to acknowledge the User Agreement. 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:

SOCIAL SECURITY:
(no dashes)

EMAIL:

CONFIRM EMAIL:

MAIL ZIP CODE:

BIRTH DATE: (MM/DD/YYYY)

RIVERSIDE COMMUNITY CREDIT UNION
INTERNET BANKING AGREEMENT
"RCCU HOME BANKING"

1. RCCU's Home Banking Product is provided as a service of Riverside Community Credit Union and permits access to member account information and also allows account transactions to be performed. By accessing RCCU's Home Banking product you verify that you are the account holder or you have full legal authority granted by the account holder information to perform transactions.

I agree to the above disclosure

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3. You will receive the following message letting you know you are now signed up and your temporary password is coming to your email. You can then select "Click Here to Login".

Welcome to Home Banking

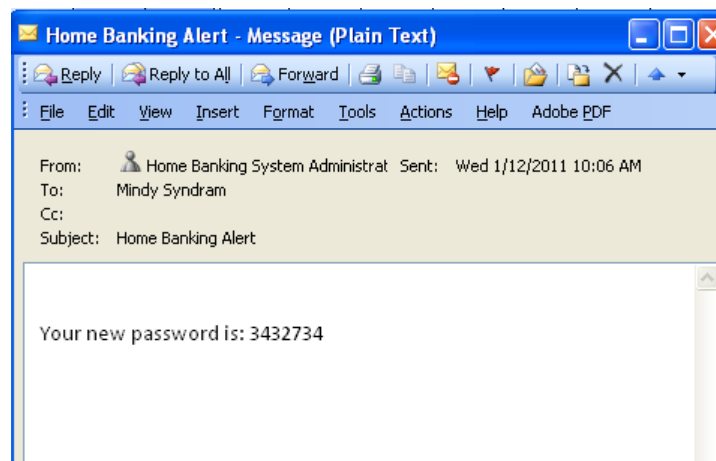
Request Successful. Thank you.

Your temporary password has been created and will be sent to the email address on file.

Use your member number as Login ID.

[Click Here to Login](#)

The email will look similar to this. NOTE: If you do not receive this email, check your spam folder or contact the credit union to be issued a new temporary password.



4. The login screen will then show and the you should input your member number.



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Login

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5. You will then have to answer a series of three authentication questions and select a “confidence word”. You will have the choice of 8 different question options by hitting the drop down arrow next to each question. After selecting the desired question you need to input your personal answer.

Confidence Word: It’s a word or phrase that will show on the log-in screen to let you know that you have come to the authentic site for Home Banking.

Remember me on this computer: This should only be selected if you are on the primary computer you will be accessing HB with. If you login from another computer, the system will make you answer one of your Authentication Questions to verify who you are.

Save: Select “save” when complete.

Here is what the enrollment authentication questions will look like.

Enrollment

You must now select your authentication questions and a 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’ve connected to the authorized home banking site.

AUTHENTICATION QUESTION 1	What is the name of your first pet? ▼
ANSWER	<input type="text"/>
AUTHENTICATION QUESTION 2	Where did you meet your spouse for the first time? ▼
ANSWER	<input type="text"/>
AUTHENTICATION QUESTION 3	In what year (YYYY) did you graduate from high school? ▼
ANSWER	<input type="text"/>
CONFIDENCE WORD	<input type="text"/>

Remember me on this computer.

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After completing the Authentication Questions, you should receive the following screen.

Request Successful. Thank you.

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

[Click Here to Login](#)

6. You can then select “Click Here to Login”. The login screen will then show and you should verify your confidence word and input your temporary password from the email.

Verify Confidence Word and Enter Password

Returning Members	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 your credit union immediately to report the incident.</p> <p>Confidence Word: bsdc</p> <p>Password: <input type="password"/></p> <p><input type="button" value="Login"/> <input type="button" value="Return"/></p> <p>Forgot Your Password?</p>	<p>Click HERE to enroll now</p> <p>If you are an existing Credit Union member, you can enroll today into Home Banking!</p>

7. You will be forced to select a new password. The password criteria are 4 characters with at least one number in the password.

Your password has expired, you must change it now.

Login ID:

Current Password:

New Password:

Reenter New Password:

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After the password is changed you will now be logged in and asked to complete the 'Forgot Password Questions':



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- Home
- Accounts
- Transfers
- Statements
- Applications
- Services
- Mail
- Alerts
- Stop Pay
- Logout

Setup Forgot Password Questions

There is no record of forgot password questions.

Answer one or more of the following questions

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?

Save

8. You should now be able to access your information:



[Print](#) | [Privacy](#) | [Contact Us](#) | [Logout](#)

- Home
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- Logout

Welcome to Online Banking.

Last Login: 8:43 AM CST February 29, 2012
Last Failed Login: 8:41 AM CST February 29, 2012

Account Information

My Accounts	Available Balance:	Current Balance:
PRIMARY SHARE SAVINGS	\$0.41	\$25.41
REAL ESTATE TAXES & INS.	\$3,519.72	\$3,519.72
SAVINGS ACCOUNT 03	\$0.00	\$0.00
SHARE DRAFT	\$82.02	\$82.02

Messages

 0 New Messages

Email Address

Credit Union News

Welcome to Riverside Community Credit Union's **NEW** Home Banking System!

If you have any questions, please call (815) 933-1101. Visit our website at www.riversidecu.com for more information on credit union services.

Browser Information

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