



# Online Banking Transition Guide

## Mobile App and Online Banking

The St. Louis Community Credit Union mobile app and Online Banking platform provide you with ease and convenience. They allow you the freedom to manage your money anytime, anyplace!

Please read through this information so you are aware of:

- Instructions for app enrollment, Bill Pay and E-Statements
- Features

You will need to enroll in Online Banking. The good news is you can do so through the SLCCU mobile app.

Download the app by going to the Google Play Store for Android and the App Store for iPhone. **Search for “New St Louis Community Credit Union.”**

**In order to enroll, you will need to enter your Social Security number, account number and date of birth.** Upon successfully signing in for the first time, you will be prompted to choose new Online Banking credentials and set up security questions.

# Instructions for App Enrollment

Once the app is installed, click the **Menu** button. Then click **Enroll in Mobile**. You will then be asked to enter your Social Security number, account number and date of birth.

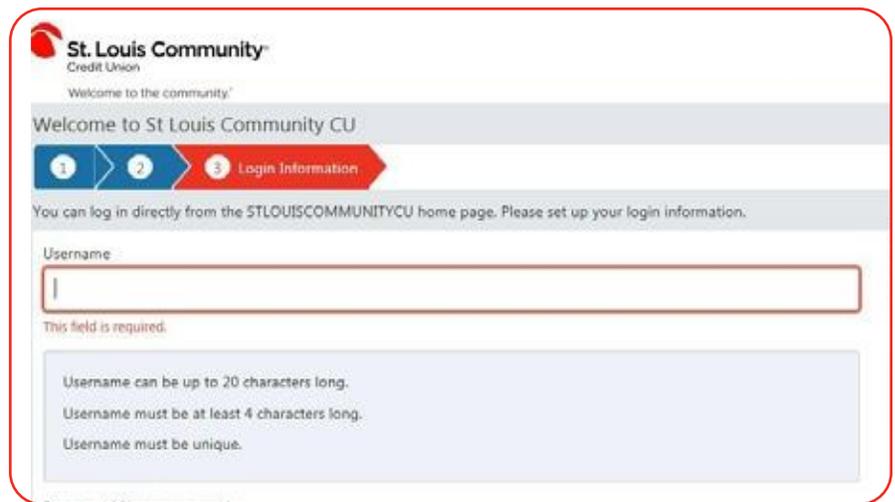
The screenshot shows the 'Establish Identity' step of the enrollment process. At the top, the St. Louis Community Credit Union logo is displayed. Below the logo, the text reads 'Welcome to the community.' and 'Welcome to St Louis Community CU'. A progress indicator shows '1 Establish Identity' as the current step. The main instruction is 'We'll get you banking soon, but we need to ask some questions to figure out who you are.' There are three input fields: 'What is your Social Security number?' (with a cursor), 'What is your Account Number?' (empty), and 'What is your Birthday?' (with a placeholder 'MM/DD/YYYY' and a calendar icon). At the bottom, there are 'Continue' and 'Cancel' buttons.

Confirm your current email address and phone number. If the information is not up to date, click **Change email** or **Change phone** and update it.

The screenshot shows the 'Contact Information' step of the enrollment process. At the top, the St. Louis Community Credit Union logo is displayed. Below the logo, the text reads 'Welcome to the community.' and 'Welcome to St Louis Community CU'. A progress indicator shows '2 Contact Information' as the current step. The main instruction is 'Please confirm your contact information.' There are two input fields: 'Please enter your primary email address: Email address' and 'Mobile/Text Number'. At the bottom, there are 'Continue' and 'Cancel' buttons.

Create a username and password that meets the criteria.

- Username can be up to 20 characters long.
- Username must be at least four characters.
- Username must be unique.



St. Louis Community  
Credit Union

Welcome to the community.

Welcome to St Louis Community CU

1 2 3 Login Information

You can log in directly from the 5TLOUISCOMMUNITYCU home page. Please set up your login information.

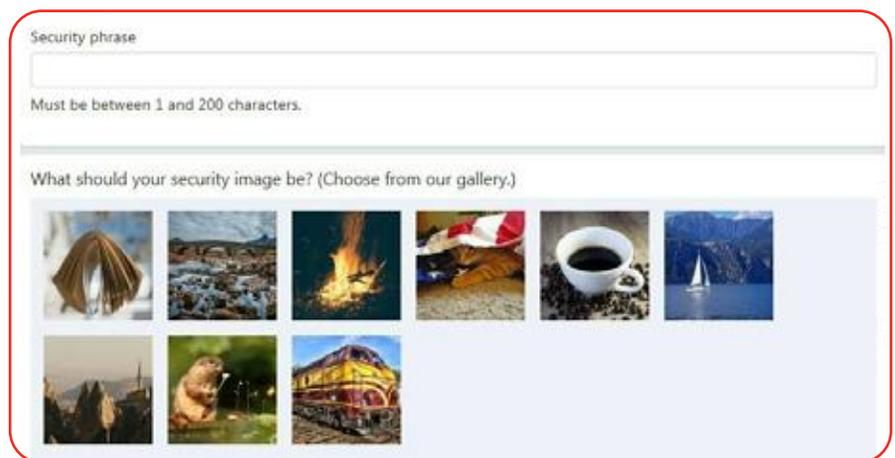
Username

This field is required.

- Username can be up to 20 characters long.
- Username must be at least 4 characters long.
- Username must be unique.

Establish a security phrase, and choose a security image that will be shown each time you log into your account.

- Phrase must be between one and 200 characters.



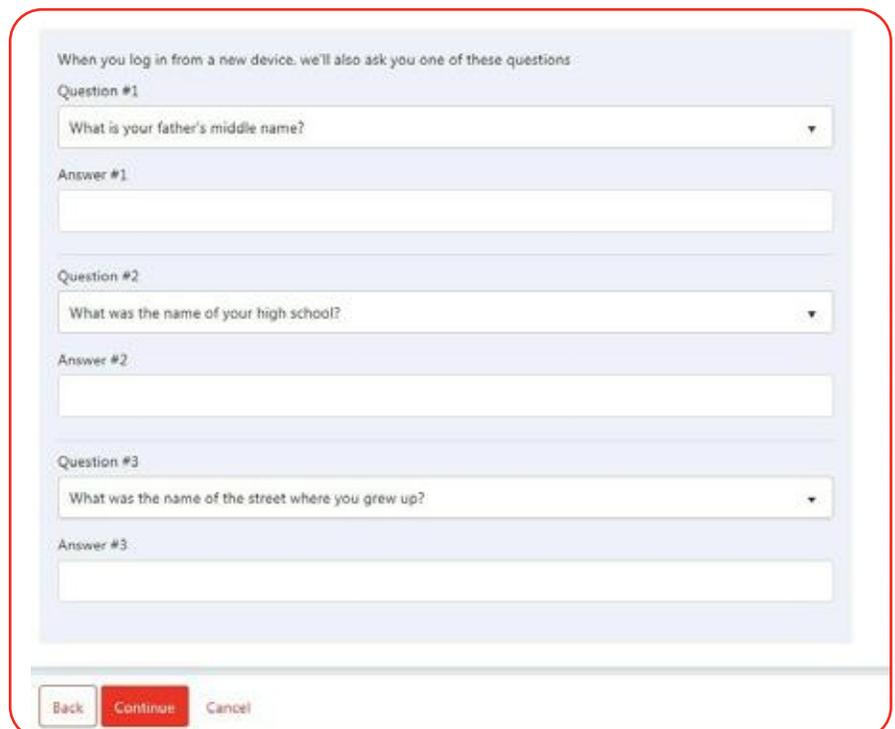
Security phrase

Must be between 1 and 200 characters.

What should your security image be? (Choose from our gallery.)



Choose and answer the security questions.



When you log in from a new device, we'll also ask you one of these questions:

Question #1

What is your father's middle name?

Answer #1

Question #2

What was the name of your high school?

Answer #2

Question #3

What was the name of the street where you grew up?

Answer #3

Back Continue Cancel

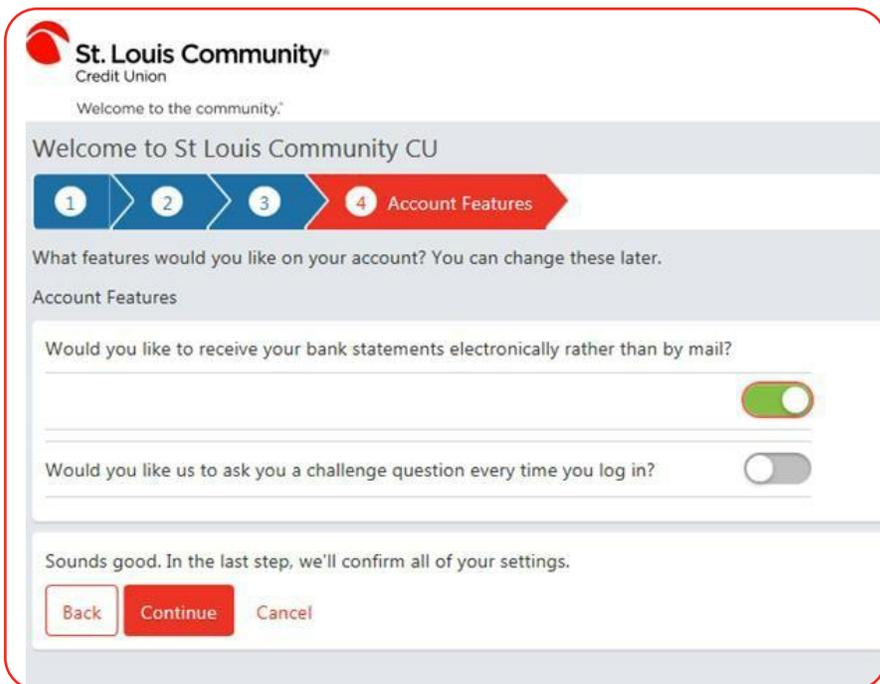
Next, it will ask you if you would like to receive your statements electronically rather than by mail. If you do not wish to sign up for E-Statements at this time, simply switch the toggle to the right. Otherwise, you will be enrolled in E-Statements. **You will be charged a \$2 monthly fee if you are not enrolled in E-Statements.\***

It will ask if you would like a challenge question to be asked every time you log in.

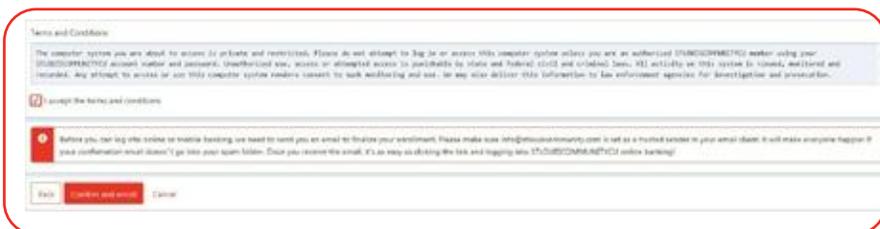
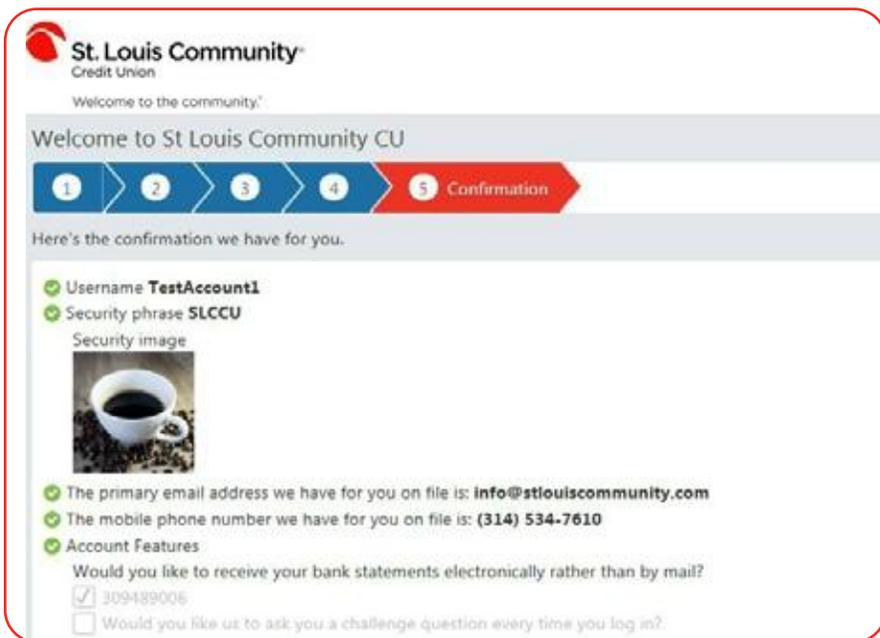
- If you *do not* want a challenge question, click **Next Step**.
- If you *would like* a challenge question, click on the gray button. This will then turn to green, and the challenge question will be required for each login.

You will now confirm all your information.

Check the box to read the terms and conditions. Click **Confirm and Enroll**. Once you have read the terms and conditions, click **Accept**.



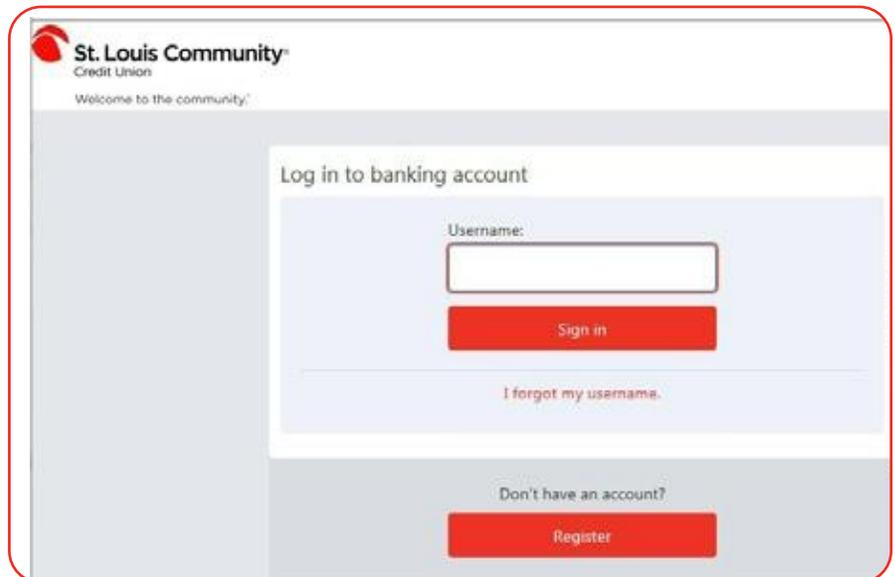
\*Paper statement fee does not apply to Smarty accounts or primary members 65 years and older.



Once you complete the process, you will receive an email verification from **info@stlouiscommunity.com**. The message will be sent to the email address that was confirmed when enrolling. Click the link within the email, and you will receive a message saying, “Congratulations! You have successfully completed email verification.”



Return to your mobile app, and you can now enter your new username and password. When logging in for the first time on your device, you will receive the following message, “We have sent a PIN code to your email address. Please enter the code below.” Once you retrieve the PIN code from your email, enter the PIN code and click **Submit**. You are now logged into your account.



## Bill Pay

You will need to enroll in Bill Pay for the first time through the desktop. You can find out more and download the Mobile Banking app for your type of smartphone at [www.stlouiscommunity.com/accounts/convenience-banking-services/max-online-banking-services/](http://www.stlouiscommunity.com/accounts/convenience-banking-services/max-online-banking-services/).

## E-Statements

When enrolling in E-Statements, you will be asked if you would like to receive your statements electronically rather than by mail. If you do not wish to sign up for E-Statements at this time, simply click on the green button. Otherwise, you will be enrolled. **You will be charged a \$2 monthly fee if you are not enrolled in E-Statements.\***

If you choose not to receive your statements electronically but change your mind later, you can still enroll by completing the following steps:

- Sign into your online account and select **Settings**.
- Select **Additional Services**.
- Select **E-Statements** from the drop-down menu, and switch the toggle to the right.
- Click **Save Changes**. You will now be enrolled to receive your statements electronically.

\*Paper statement fee does not apply to Smarty accounts or primary members 65 years and older.

## Features

- The ability to enroll for the first time straight from the app
- See pending transactions, ACH deposits and withdrawals in the account overview and history (even if they have not yet posted, but are pending)
- Freedom loan advance functionality through the app
- Quick balance feature (view your balance without having to log into your account)
- An easy login and password reset experience
- Access to E-Statements through the app
- Transfer directly from your account to another SLCCU member's account
- Biometric security features (fingerprint login and face recognition). You can also enable a security question to be asked each time you log in.
- Edit your challenge questions, security phrase and image all through the app
- Change your contact information such as address, email address or phone number through the app
- Manage your alerts through the app
- Event logs will show up anytime your Online Banking has been accessed. It will show you:
  - The description of what has taken place
  - Confirmation that transfers and payments have been completed (or not completed)
  - If an incorrect password was used initially, etc.
- Joint owners can have their own login credentials

**You're all set!**



Welcome to the community.®

[www.stlouiscommunity.com](http://www.stlouiscommunity.com)  
314-534-7610