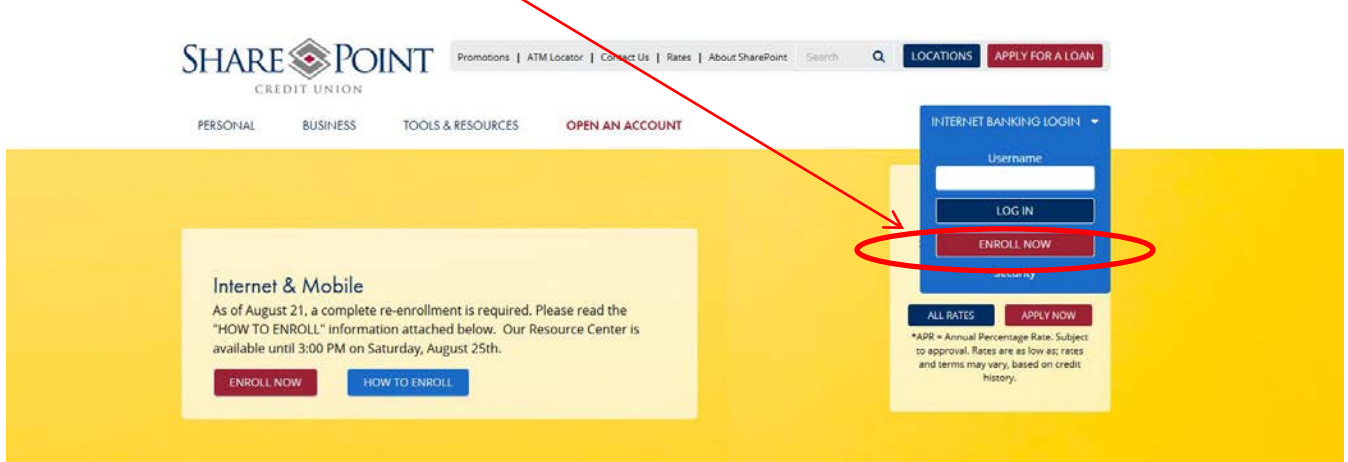


1. How do I enroll for my new Internet Banking and Mobile Banking?

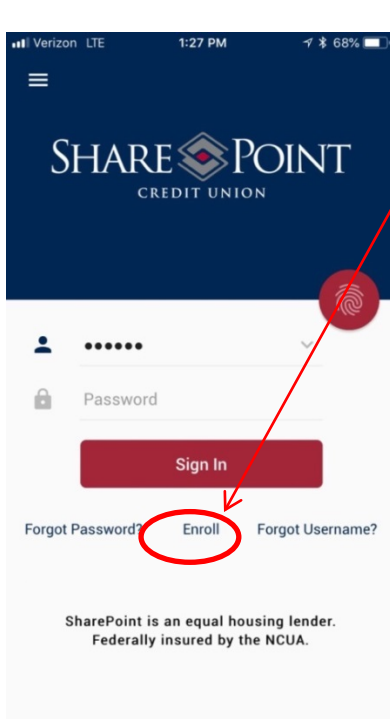
- To enroll, you can visit sharepointcu.com and click on “ENROLL in Internet Banking”, or download our new Mobile Banking App and click on “Enroll”. Please note, you must UNINSTALL the current Mobile Banking App once you have downloaded the new version. The enrollment button will direct you to our new Internet Banking window and walk you through a five step enrollment process.

Whether you log in on your computer, tablet, or smart phone, Internet Banking will be screen-responsive for any screen, making the enrollment fully functional anytime, anywhere.

Internet Banking enrollment on Desktop:



Mobile Banking enrollment on New App:



2. What will I have to do to access my new Internet Banking account?

- Re-enroll in Internet Banking
- Change your Username and Password
- Update your Challenge Questions
- Update your Security Phrase and Security Image
- Update your Contact Information

3. Can I use an existing Username?

- No. All Internet Banking users will need to register for the new service. That includes changing your username and password.
 - Usernames must contain:
 - 6-20 characters
 - Usernames cannot contain:
 - Your Social Security Number
 - Your Member Number
 - Your Birthdate

4. Can I use an existing Password?

- No. All Internet Banking users will need to register for the new service. That includes changing your username and password.
 - Passwords must contain:
 - 8-20 characters
 - At least one lowercase
 - At least one uppercase
 - At least one number
 - Passwords cannot contain:
 - Your Social Security Number
 - Your Member Number
 - Your Username
 - Your Birthdate

You will need to validate your registration by going to a link that is included in the authentication email. If your email address is incorrect, call us to correct at (952) 930-0700.

5. In the enrollment process, you will see:

- Step 1: Identity Establishment
 - Enter consumer user information and continue
- Step 2: Identity Verification
- Step 3: Contact Information
 - Ensure your email address is correct
 - Edit or confirm your mobile number
- Step 4: Login Information
 - Create a Username
 - Create a Password
 - Create a Security Phrase (a phrase you will recognize going forward)
 - Select a Security Image (an image you will recognize going forward)
- Step 5: Confirmation
 - Accept the Terms and Conditions

6. Why is the new system asking me to choose a security image and phrase?

- You will need to choose a new security image, a security phrase, and answer security questions the first time you log into your account on a new device. This is another form of security to protect your financial information.

7. Who do I contact if I have questions or issues signing in for the first time?

- Have you re-enrolled? Every Internet and Mobile Banking user must re-enroll the first time logging in.
- You can email memberservices@sharepointcu.com
- Or, if you continue to experience issues, you can call our Resource Center at: (952) 930-0700, and choose Option 4 for Account Services.

8. Will I still be able to use my iPhone or Android Mobile App?

- Your current Mobile App will prompt you to download your NEW Mobile Banking app. Once you have downloaded the NEW app, you can delete your current app. Once you re-enroll, you will use this Username and Password going forward to log in.
- **The NEW Mobile Banking App Icon (see below):**



9. How do I gain access if I get locked out?

- The system will lock you out as a security measure after 4 failed sign in attempts. If you are experiencing issues and/or cannot remember your Username/Password, you can reset them by choosing "I forgot my Username" or "I forgot my password". (See below)

Internet Banking:

SHARE POINT
CREDIT UNION

Welcome to
SharePoint Credit Union

Username:

Sign in

I forgot my username.

Don't have an account?
Register

SHARE POINT
CREDIT UNION

Please provide your password below:

Your security image:

Your security phrase: **test**
Don't recognize this image or phrase? Contact us for help.

Password:

I forgot my password.

Continue Return to login

Mobile Banking:

Verizon LTE 1:27 PM 68%

SHARE POINT
CREDIT UNION

Sign In

Forgot Password? Enroll Forgot Username?

SharePoint is an equal housing lender.
Federally insured by the NCUA.