

## Online Banking Setup Procedure

1. Visit <https://www.alpsfcu.org>
2. Select sign up/ Forgot Password (in white). Located in the top right corner of the page



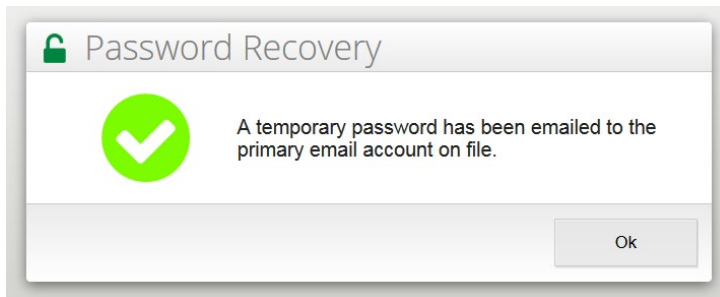
3. Enter your member number, select submit

The screenshot shows a form titled 'New User or Forgot Password'. It has a user icon on the left. Below the title is a text input field labeled 'Enter your Member Number:'. At the bottom right of the form are two buttons: 'Submit' and 'Cancel'.

4. Before proceeding make sure your email is on file with us or you will not be able to complete the next step
5. Enter your Last Name & the last 4 of your Social Security Number, select submit

The screenshot shows a form titled 'Password Recovery'. It has a lock icon on the left. Below the title is a paragraph of text: 'A temporary password will be emailed to the Internet Email address we have on file. After you receive this email, return to the ALPS Online logon page and click on New User or Forgot Password link.' Below this is another paragraph: 'The New User or Forgot Password option will allow you to reset your account access.' There are three input fields: 'Please enter your account number:' with the value '12345', 'Last Name:', and 'Last 4 digits of Social Security Number:' with the value 'XXX - XX -'. At the bottom right of the form are two buttons: 'Submit' and 'Cancel'.

6. A temporary password will now be sent to the email that we have on file, Select OK  
You may need to check your junk mail for an email sent from [membersvc@alpsfcu.org](mailto:membersvc@alpsfcu.org) if you don't see the temporary password in your email within a few minutes of selecting ok



7. Enter your Last Name & the last 4 of your Social Security Number, select submit

8. Enter you Temporary Password, Select Submit

9. Set up your username using the guidelines, select submit

<p><b>Set User Name</b></p> <p>Set Password</p> <p>Security Questions</p> <p>TextME</p> <p>eStatement</p> <p>ALPs BillPay</p>	<p>To enhance online security, we're changing the eBranch logon process. Instead of using your account number, you'll use a unique User ID that you create. Once you set up your User ID, you can begin using it immediately. For more information, <a href="#">click here!</a></p> <p>Please provide a User ID that you will need to access your account online, this User ID must have:</p> <ul style="list-style-type: none"> <li>• At least 1 Alpha character</li> <li>• At least 1 Numeric character</li> <li>• Minimum of 5 alphanumeric characters</li> <li>• Maximum of 15 alphanumeric characters</li> </ul> <p>Access Id: <input type="text"/></p> <p>Confirm AccessId: <input type="text"/></p> <p>Please note that you cannot use the following as a new password:</p> <ul style="list-style-type: none"> <li>• Your personal data, such as Social Security Number, mailing address, birth date</li> <li>• Commonly used words such as "password", "eBranch"</li> <li>• Consecutive or repetitive passwords, such as "1234" or "aaaa"</li> <li>• Maximum of 15 alphanumeric characters</li> </ul> <p>For information on how to protect your User ID and password, please be sure to read about <a href="#">Password and UserId Safety</a></p>
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10. Enter your password using the guidelines, Select Submit

?
Set Password

Set User Name

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**Set Password**

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Security Questions

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TextME

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eStatement

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ALPs BillPay

Please enter a password you will use to access ALPS Online. Password must be between 8 and 20 alphanumeric characters (A-Z,0-9). Changing your ALPS Online password will NOT change your Audio security code.

**Your Password:**

**Strength:**  **0%**

**Confirm Your Password:**

Please note that you cannot use the following as a new password:

- Your personal data, such as Social Security Number, mailing address, birth date
- Commonly used words such as "password", "ALPS Online"
- Consecutive or repetitive passwords, such as "1234" or "aaaa"

For more information on how to protect your password, please be sure to read about [Password Safety](#).

11. Set up 4 Security Questions, Select Proceed

?
Question Setup

Set User Name

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Set Password

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**Security Questions**

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TextME

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eStatement

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ALPs BillPay

Please take a few minutes to enable and answer at least 4 of the security questions listed below. You may be prompted for this information as a second identification when accessing your account online.

Just click on the enable checkbox next to the questions you'd like to answer, type or select your personalized answer and click on the Proceed button.

As a reminder, please make sure that you have provided information that other authorized ALPS Online users for this account will be able to answer.

Enabled Question	Answer
<input type="checkbox"/> AS A CHILD, WHAT WAS YOUR DREAM JOB?	<input type="text" value="Please Select"/>
<input type="checkbox"/> IN WHAT STATE DID YOU MEET YOUR SPOUSE/SIGNIFICANT OTHER?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT WAS YOUR FAVORITE PET AS A CHILD?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT IS YOUR FAVORITE ICE CREAM FLAVOR?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT IS YOUR FAVORITE FLOWER OR PLANT?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT IS YOUR FAVORITE OR MOST MEMORABLE MUSICAL?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT WAS YOUR FAVORITE ANIMATED CHILDREN'S MOVIE?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT WAS YOUR FAVORITE CARTOON CHARACTER AS A CHILD?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT COLOR WAS YOUR FIRST CAR?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHO IS YOUR FAVORITE SUPER HERO?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT IS YOUR FAVORITE CANDY?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT IS YOUR FAVORITE TYPE OF FOOD/CUISINE?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT IS THE MAKE OF THE TV IN YOUR LIVING ROOM?	<input type="text" value="Please Select"/>
<input type="checkbox"/> WHAT IS YOUR FAVORITE TELEVISION NETWORK?	<input type="text" value="Please Select"/>

\* These security answers are not case sensitive.

12. Select if you are interested in using text me banking, Yes or No

Signup for Mobile Access	
Set User Name	Would you like to signup with TextME to control your account using your phone?
Set Password	
Security Questions	
<b>TextME</b>	
eStatement	
ALPs BillPay	
<input type="button" value="Yes"/> <input type="button" value="No"/>	

13. Next you'll enroll in estatments (this functions is currently not working)

14. Select whether you'd like to enroll in Bill Pay Select Submit

15. Now you should be brought the landing page and you're done enrolling in online banking