

Quick Reference Guide – First Time Logging In

Beginning June 7, 2022, Mobile App users must have the new Hawaii State FCU Mobile App in order to access their accounts.

Apple Users: Please update your HSFCU Mobile App on June 7.

Android Users: Please delete your existing Mobile App and then download the new HSFCU Mobile App from the Google Play Store on June 7.

Look for the following icon to ensure that you have the new version of the HSFCU Mobile App:



LOGIN PROCESS

Members can log in from either Online Banking or the Mobile App. If you use Online Banking, the login box will display the Username field.

Username: Please enter your existing Online Banking Username

A screenshot of the HSFCU Digital Banking login interface. At the top, there are navigation links: "& ATMS", "RATES", "CONTACT", and "Account Login" with an upward arrow. Below these is a white box titled "Digital Banking" containing a "USER NAME" input field. Underneath the field are two links: "Forgot Username / Password?" and "Enroll in Digital Banking". A prominent yellow "NEXT" button is positioned to the right of the links.

Password: Please enter the password you would like to use for your Online Banking login.

A screenshot of the HSFCU Online Banking login page. The title is "Login". It features a "Username" field with the text "bru" followed by a black redaction box. Below it is a "Password" field with a series of dots and a toggle icon on the right. A "Remember Username" checkbox is checked. A yellow "Login" button is at the bottom, with a link "Forgot your username or password?" below it.

If you forgot your username, please click on “Forgot your username or password?” which will take you to a page where you can request your username be sent to you by either text or email.

Once you have entered your username and password, click “Login.”

FIRST TIME LOG IN SET-UP

In order to verify your identity and set-up your profile in the new Digital Banking system, you will need to complete four steps:

1. **Personal Info:**

To verify that you are the owner of the Digital Banking account, please enter the Last 4 digits of your Social Security Number (SSN) or Employer Identification Number (EIN) AND the zip code of your Primary Address (Mailing Address). When completed, click "Continue."

Welcome Back

Updates have been made to digital banking. Please verify your identity and update your password.

1 — 2 — 3 — 4
Personal Info Authenticate Select New Password Legal Agreements

Last 4 digits of SSN
.....

ZIP Code
96

[Continue](#)

2. **Authenticate:**

The next step requires authentication via a six-digit One Time Passcode. Please select the delivery method to receive your One Time Passcode, e.g. via Text Message, Voice Message, Email or From Call Center.

Security Validation

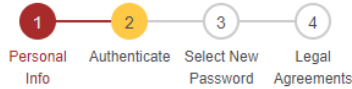
To protect the security of your account please select a delivery method for your validation code, then enter the 6-digit number to continue.

Delivery Method

- Text Message
- Voice Message
- Email
- From Call Center

Once you receive your One Time Passcode via the method you selected, please enter it into the Verification Code field and click “Next.”

Updates have been made to digital banking. Please verify your identity and update your password.



Security Validation

To protect the security of your account, please enter the 6-digit Verification Code below, and then click on the Validate button.

Delivery Method Email	▼	Email ****e@hsfcu.com	▼
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Verification Code
🔒 0 3 0 9 3 4 | [Request New Code](#)

Next

3. Select New Password:

You may use your existing Online Banking password as long as it meets the minimum password requirements:

- Must be 8 - 32 characters in length;
- Must contain at least 3 out of 4 requirements below:
 - Uppercase letter(s)
 - Lowercase letter(s)
 - Number(s)
 - Special Characters (ex: !, ?, or @)

Passwords cannot contain part of your username or individual name. Some passwords that meet the above requirements may be rejected if they are considered “commonly used” e.g., Jd123456! (Member’s Name is John Doe). Once you’ve created your new password, click “Set Password.”



Please create a new password

New Password
.....

✔ Password Strength: : Strong

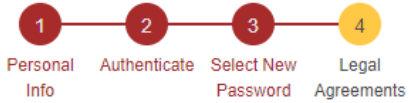
Confirm Password
.....

Must contain between 8 to 32 characters and have at least 3 out of 4 of the following: an uppercase letter, a lowercase letter, a number or a special character.
Password cannot contain part of the username or your individual name

Set Password

4. Accept New Digital Banking Terms and Conditions

You will then be prompted to review our new Digital Banking terms and conditions. If you agree to the terms and conditions, please check the “I agree to the terms and conditions” box and click “Submit.”



1 Personal Info 2 Authenticate 3 Select New Password 4 Legal Agreements

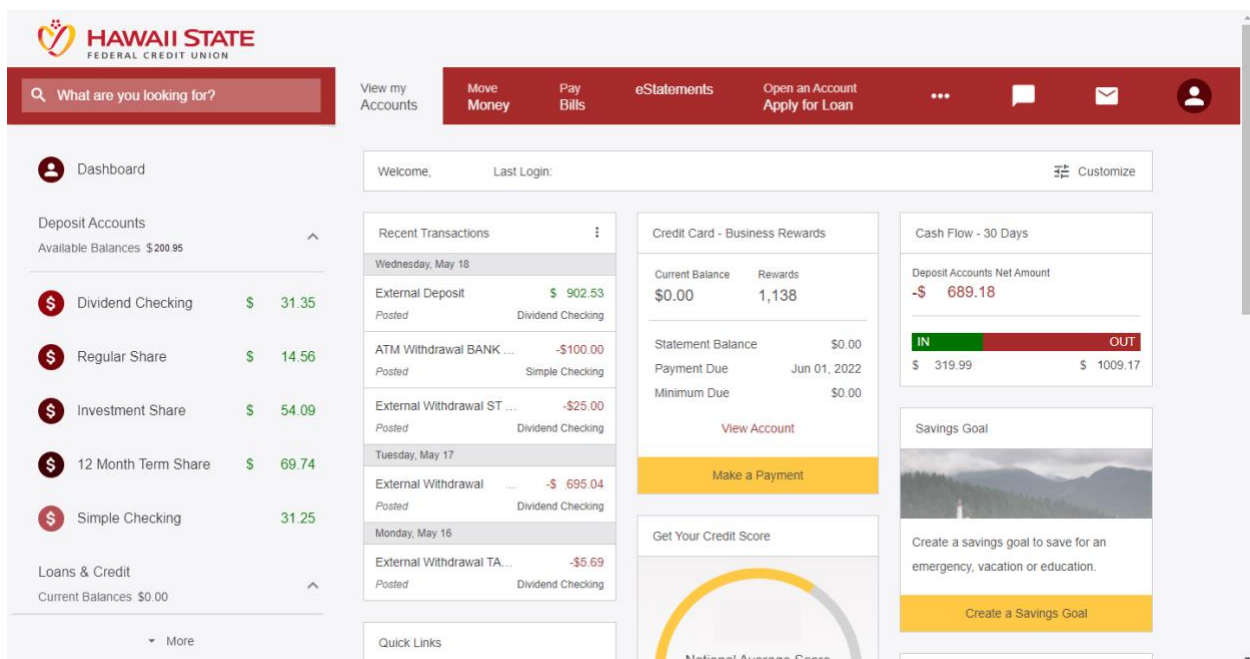
Online Banking Terms & Conditions

Digital Banking Services Agreement

I agree to the terms and conditions

Submit

WELCOME TO OUR NEW DIGITAL BANKING EXPERIENCE!



HAWAII STATE FEDERAL CREDIT UNION

What are you looking for?

View my Accounts Move Money Pay Bills eStatements Open an Account / Apply for Loan

Welcome, Last Login: Customize

Deposit Accounts	
Available Balances \$200.95	
Dividend Checking	\$ 31.35
Regular Share	\$ 14.56
Investment Share	\$ 54.09
12 Month Term Share	\$ 69.74
Simple Checking	31.25

Loans & Credit
Current Balances \$0.00

More

Recent Transactions	
Wednesday, May 18	
External Deposit	\$ 902.53
Posted Dividend Checking	
ATM Withdrawal BANK ...	-\$100.00
Posted Simple Checking	
External Withdrawal ST ...	-\$25.00
Posted Dividend Checking	
Tuesday, May 17	
External Withdrawal ...	-\$ 695.04
Posted Dividend Checking	
Monday, May 16	
External Withdrawal TA...	-\$5.69
Posted Dividend Checking	

Credit Card - Business Rewards	
Current Balance	Rewards
\$0.00	1,138
Statement Balance \$0.00	
Payment Due	Jun 01, 2022
Minimum Due	\$0.00
View Account	
Make a Payment	

Cash Flow - 30 Days	
Deposit Accounts Net Amount	
-\$ 689.18	
IN	OUT
\$ 319.99	\$ 1009.17

Get Your Credit Score

National Average Score

Savings Goal

Create a savings goal to save for an emergency, vacation or education.

Create a Savings Goal