



Sweet Home Federal Credit Union

656 North French Road, Suite #5, Amherst, NY 14228

(716) 691-9187 / 1-800-963-9660

www.sweethomefcu.org

Explore Home Banking

Let's Get Started!

Visit our web site at

www.sweethomefcu.org and

click on the tab "Home

Banking". To log onto your

account, enter your 2, 3 or 4 digit

account number (the number after

the forward slash). Do not include

the decimal point or the trailing zero.

Your initial password is the last

four digits of your social

security number. You will be

prompted to change your password

(no more than 7 characters and it is

case sensitive) and answer 5 security

questions. Your password and 5

security questions are case

sensitive. Make sure you write

down exactly how you answered

your password and security

questions. Keep your password

and answers in a secure place. Once

logged in, click on the SETTINGS

link located at the top of the

page. Scroll to the bottom and

enter a valid e-mail address.

This will allow you to have a

temporary password sent to this

address encase you forget your

password.

balances: shares, share draft (checking), club and loan accounts. If you click on a particular account, you will automatically get a history of transactions. If you click on the History button you can customize your history back to the first day of the year. After you become familiar with the process of accessing your account and the history of transactions, you are ready for the next step.

Transfers: Click on the Transfer button. Try transferring money from your share account to your share draft (checking) account or vice versa.

Withdrawals: Click on the Withdraw button. Enter the amount you are requesting and check the box if you would like the check mailed to your address on record. If you do not check the mail option, you will have to pick up the check at the credit union office. In most cases, your check will be mailed or ready for pickup within the hour during our regular business hours. All checks issued will be made payable to the account holder(s).

View Cleared Checks: If you click on the Cleared Checks button, you can view your checks by date order, check number order, or search for an individual check. You can then determine which checks are still outstanding.

E-Statement: You can now view your statement the first business day of each month. Once enrolled, there will be a Statement Tab located at the top of the page, click on it and select the Statement Period you wish to view. You can view the inserts, print your monthly statement and the reconciliation sheet.

Download Financial Information: You can also Download Financial Information to your home computer to incorporate with your personal software. *Don't forget to Log Out when you're done.*

Questions? If you need help, please feel free to stop by the credit union office or call us at (716) 691-9187 or 1-800-963-9660. We will gladly help you get started.

Not Near a Computer. Call "MOM" instead!

Who or what is "MOM" you ask? It's our Member Operated Method of performing account inquiries and transactions. You can confirm the balances in your account (s), review share draft activity, request transfers and more 24 hours a day, 7 days a week. Here's how:

- * Call SHFCU at (716) 691-9187 or 1-800-963-9660
- * Choose **Option 1** for MOM (automated voice response system)
- * Enter your **Account Number** followed by #
- * Enter your **Access Code** followed by # (your access code = last 4 digits of your SS#)
- * **Listen Carefully** to the prompts to perform the service you choose.

