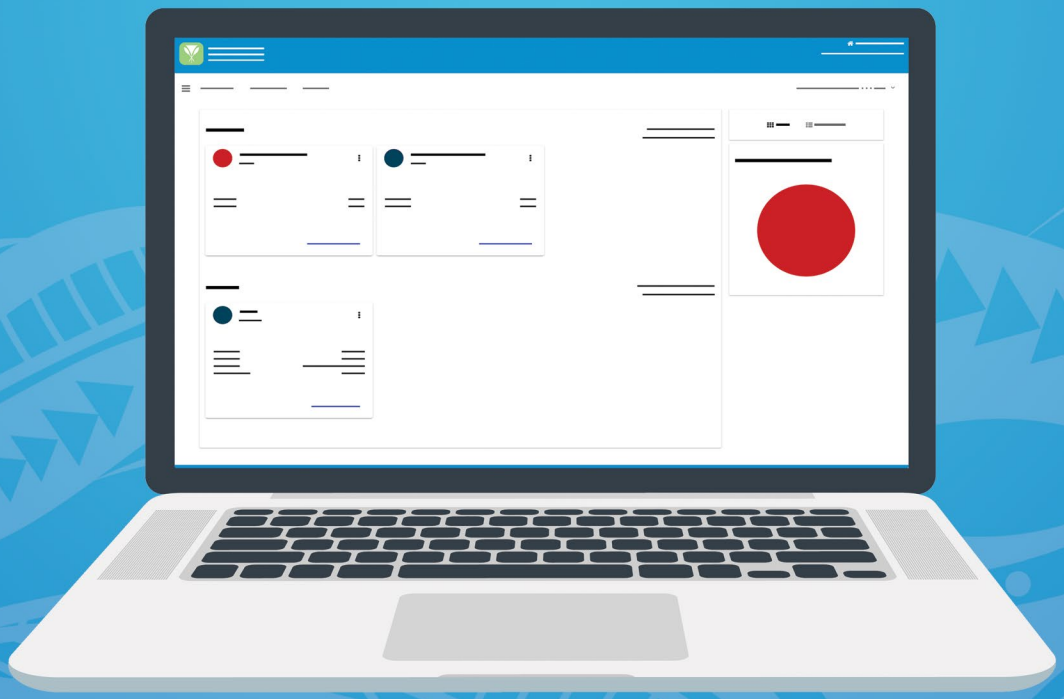
HOME BANKING INITIAL LOGIN

GUIDE

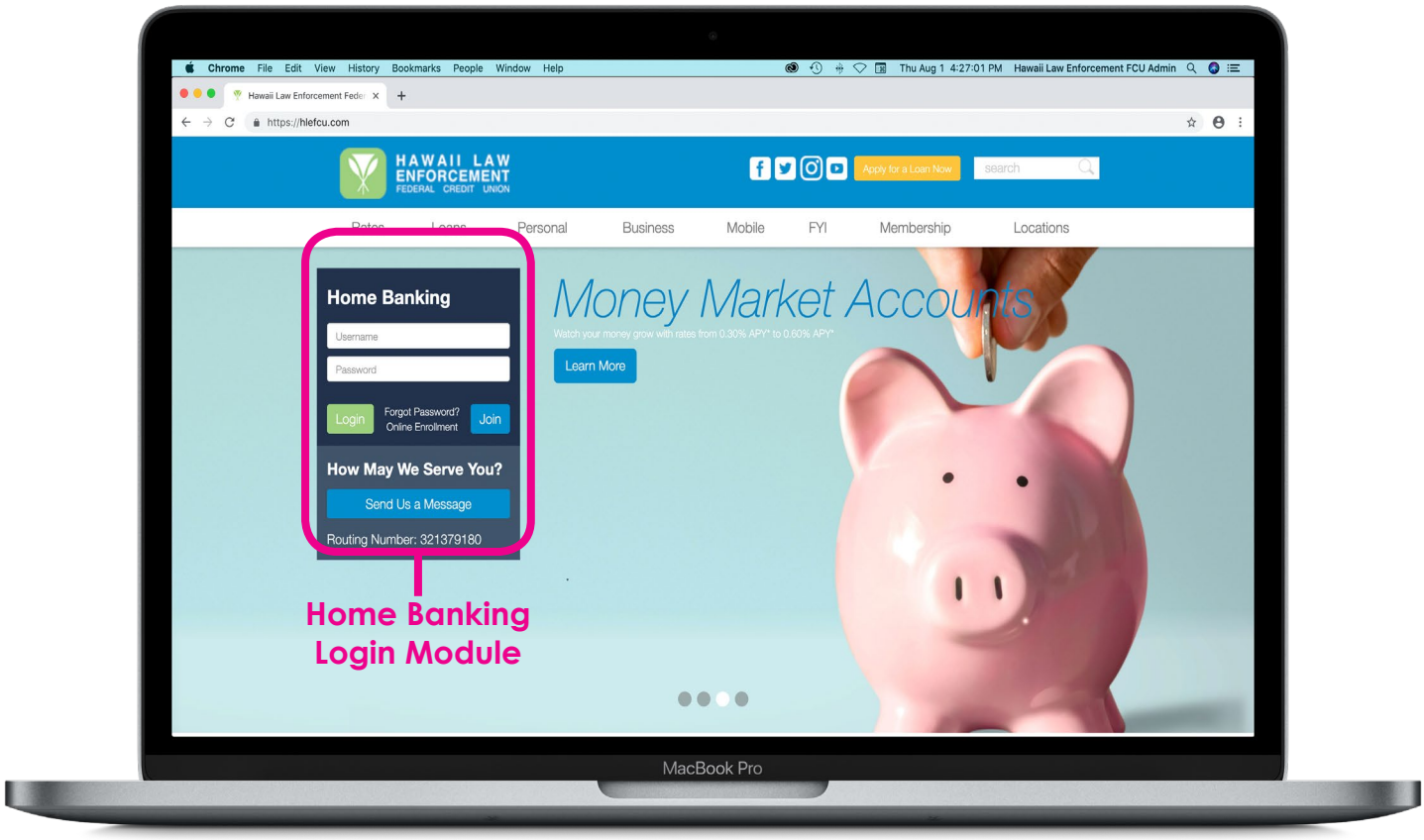


HAWAII LAW ENFORCEMENT
FEDERAL CREDIT UNION

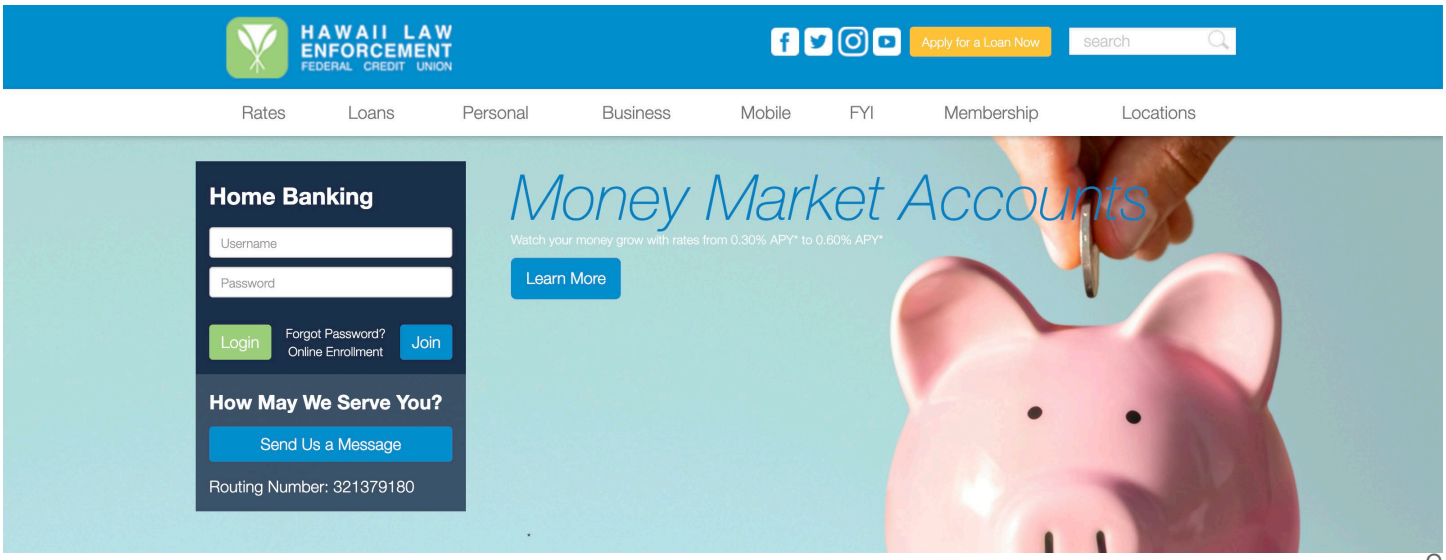
Welcome to HLEFCU Home Banking!

This step-by-step guide is designed provide a comprehensive and clear understanding of the Home Banking setup process. However, should you need any assistance during your Home Banking setup, please call us at 808.973.4311, or toll-free at 1.866.351.4311, and we'd be more than happy to assist you.

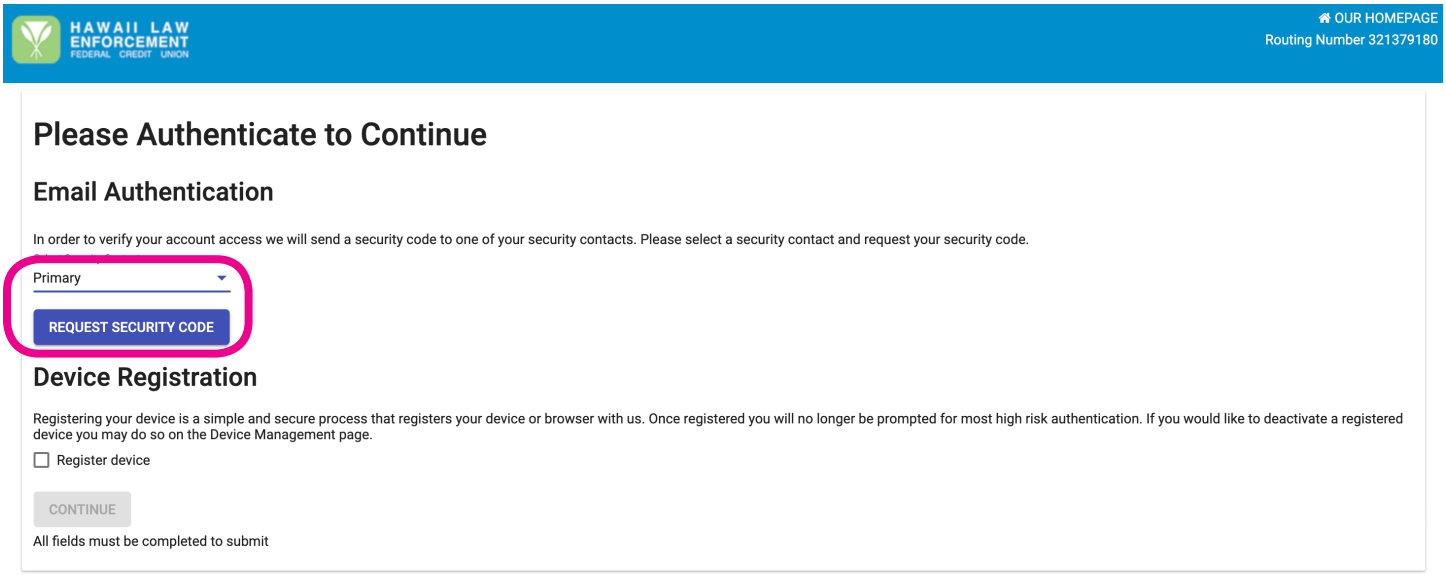
1. **Navigate to hlefcu.com -** open your web browser and visit www.hlefcu.com. Once there, find the Home Banking login module.



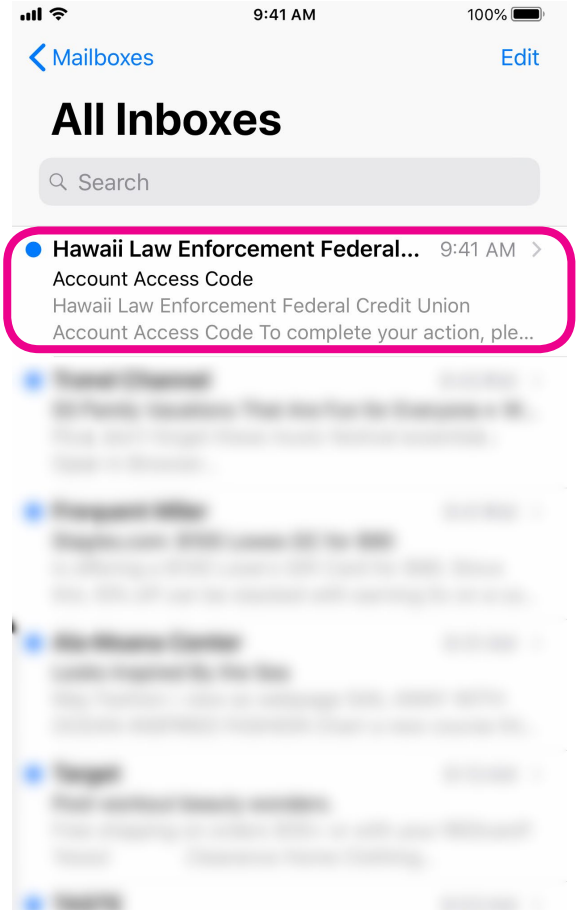
2. **Enter Your Default Login Credentials**
   - In the "Username" field, enter your default username. Your default username is hlefcu + your account number formatted as "hlefcu123456"
   - In the "Password" field, enter your temporary password. Your temporary password is the last four digits of the primary account holder's Social Security Number
   - Once you've completed the "Username" and "Password" fields, click the green "Login" button to proceed.

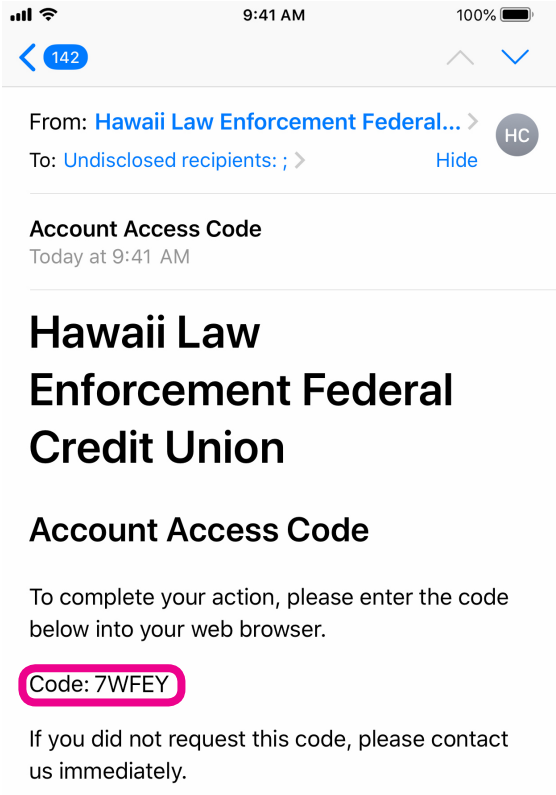


3. **Email Authentication -** in the next step, the system will send you a security code via email to verify your identity.
   a. On the Email Authentication screen, select the email you wish to have your security code sent to. The drop down list displays "description names" such as "Primary" or "Email" and not your actual email address.



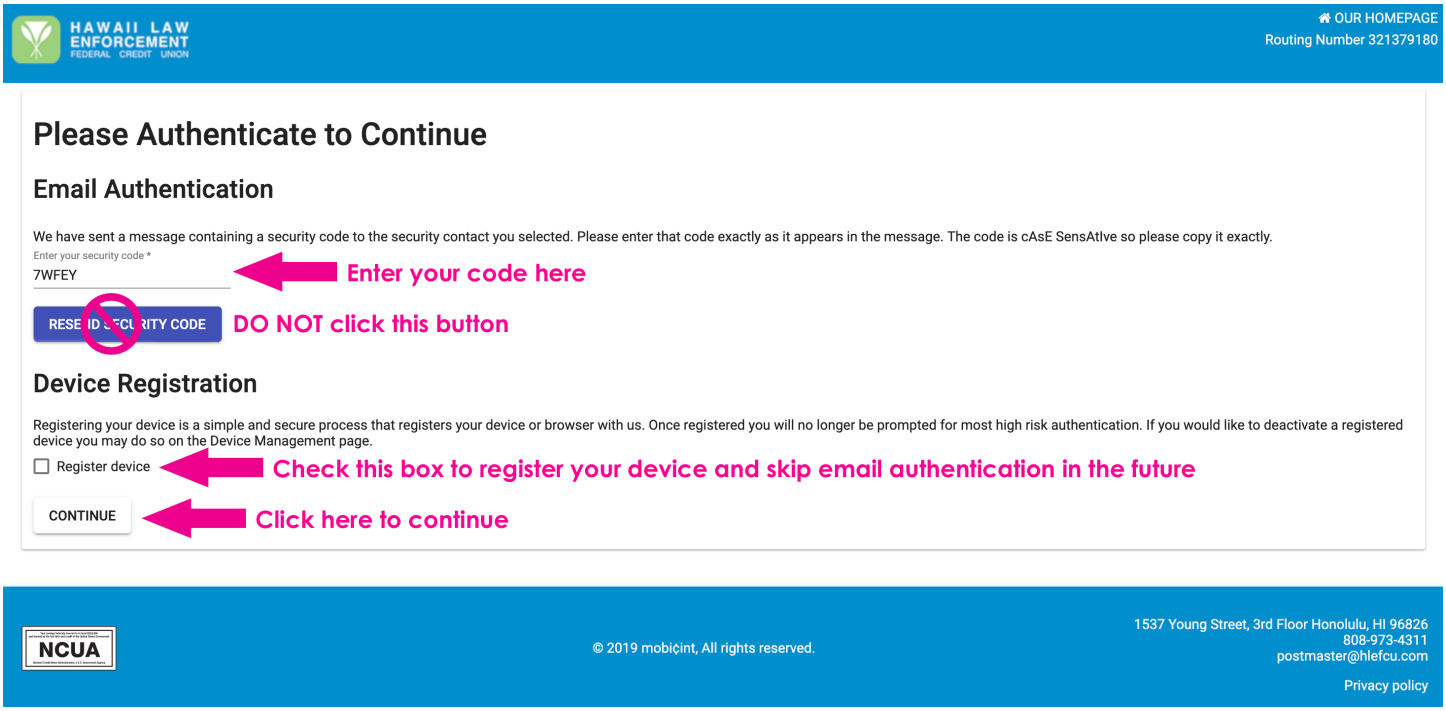
   b. Once you've selected your email, click the blue "Request Security Code" button.
   c. After requesting your security code, locate the "Account Access Code" email in your inbox and locate the code within the email





d. After receiving and locating your code, type it into the "Enter your security code" field.

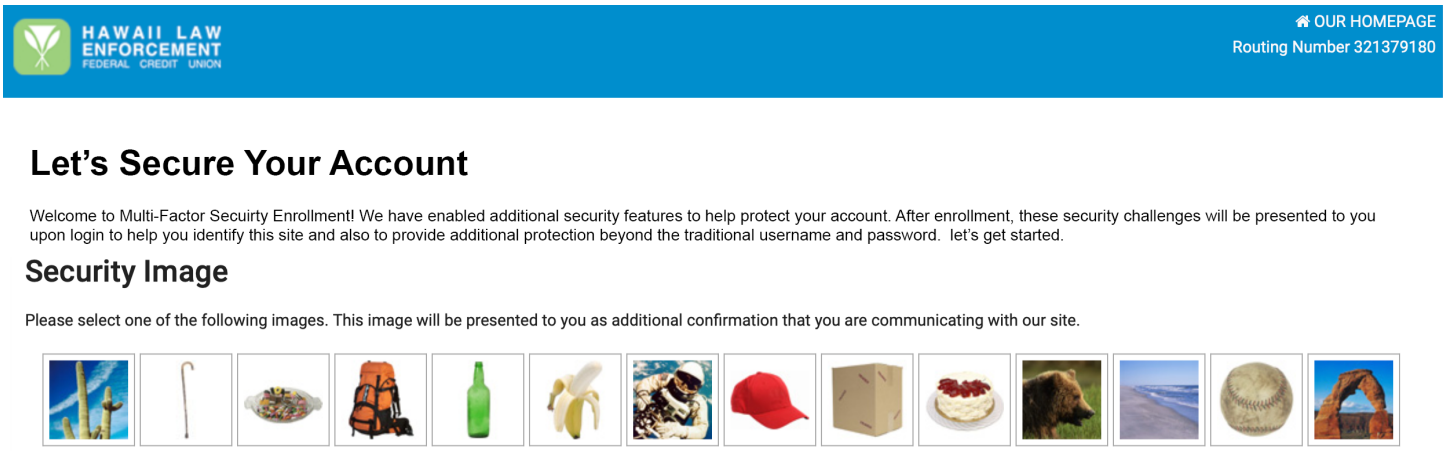
Note: the security code is case sensitive. Be sure to enter it exactly as shown, being careful to not add an extra space after the code. An extra space will cause the code to be rejected.



e. Once you've entered your code **DO NOT** click the blue "Resend Security Code" button. Instead, scroll down and check the "Register device" box if you're using a personal device and want to skip this step in the future. Then click the white "Continue" button.

Note: if you register your device, you will need to go through email authentication again if your browser blocks cookies, you reset your browser, use a different browser, or use a different device to access your account.

4. **Security Image Selection -** the security image is an image you choose from the available selection, and will appear each time you login to Home Banking. The image displays each time you re-register your device, so that you know you're doing so on the real hlefcu.com Home Banking site.
   - Choose you security image by clicking on the security image you wish to use. When done, simply scroll down to the "Challenge Question" section to continue.



5. **Setting Up Your Challenge Questions** - in this step, you'll setup three challenge questions. You'll need to answer one of these randomly selected messages each time you have to re-register your device.
   - Choose a question from the drop down list and provide an answer in the "Challenge Response" field for Questions 1 - 3
   - Click the white "Submit" button at the bottom of the page when you're done

Challenge Questions

We will present a challenge question to further confirm your identity. This question will be randomly selected from your below responses.

Question 1

Select One
In what city were you born?

Challenge Response *
Wailuku

Verify Challenge Response *
Wailuku

Question 2

Select One
What was the name of your elementary school?

Challenge Response *
Kahakai Elementary

Verify Challenge Response *
Kahakai Elementary

Question 3

Select One
What is your favorite movie?

Challenge Response *
Moana

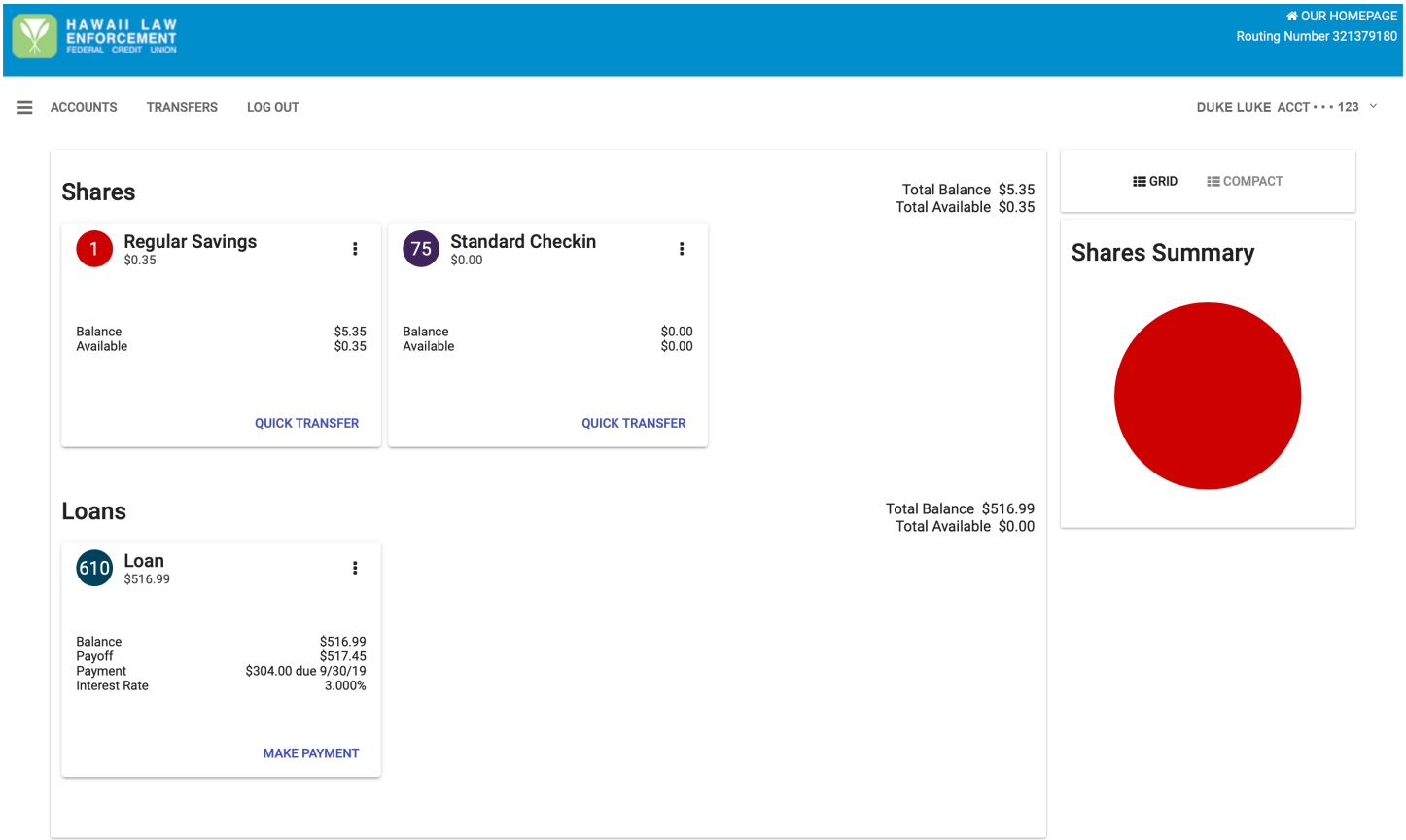
Verify Challenge Response *
Moana

SUBMIT

6. **Change Your Password** - in this step, you'll change your temporary password to one of your own choosing.
   - Enter your New Password of 4-16 characters in length with a mix of upper & lower case letters, numbers, and special characters in the "New Password" field
   - Re-enter the same password in the "Verify Password" field.
   - Click the white "Submit" button when done.

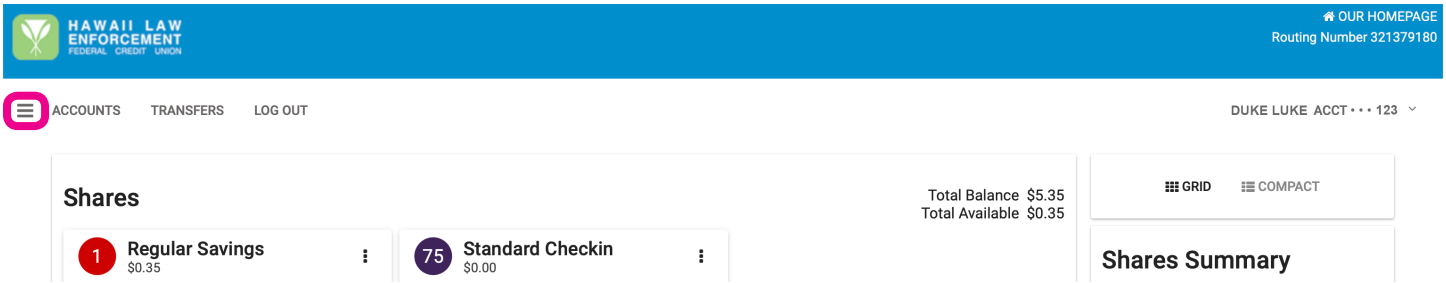
Note: longer passwords that use a complex string of mixed upper & lower case letter, numbers, and special characters, are always more secure than shorter, simpler ones. Further, do not use information like your account number, SSN, phone number, date of birth, etc. in your password, as such information will make your password less secure.

7. **That's It!** Your Home Banking account is all set up and ready to go!

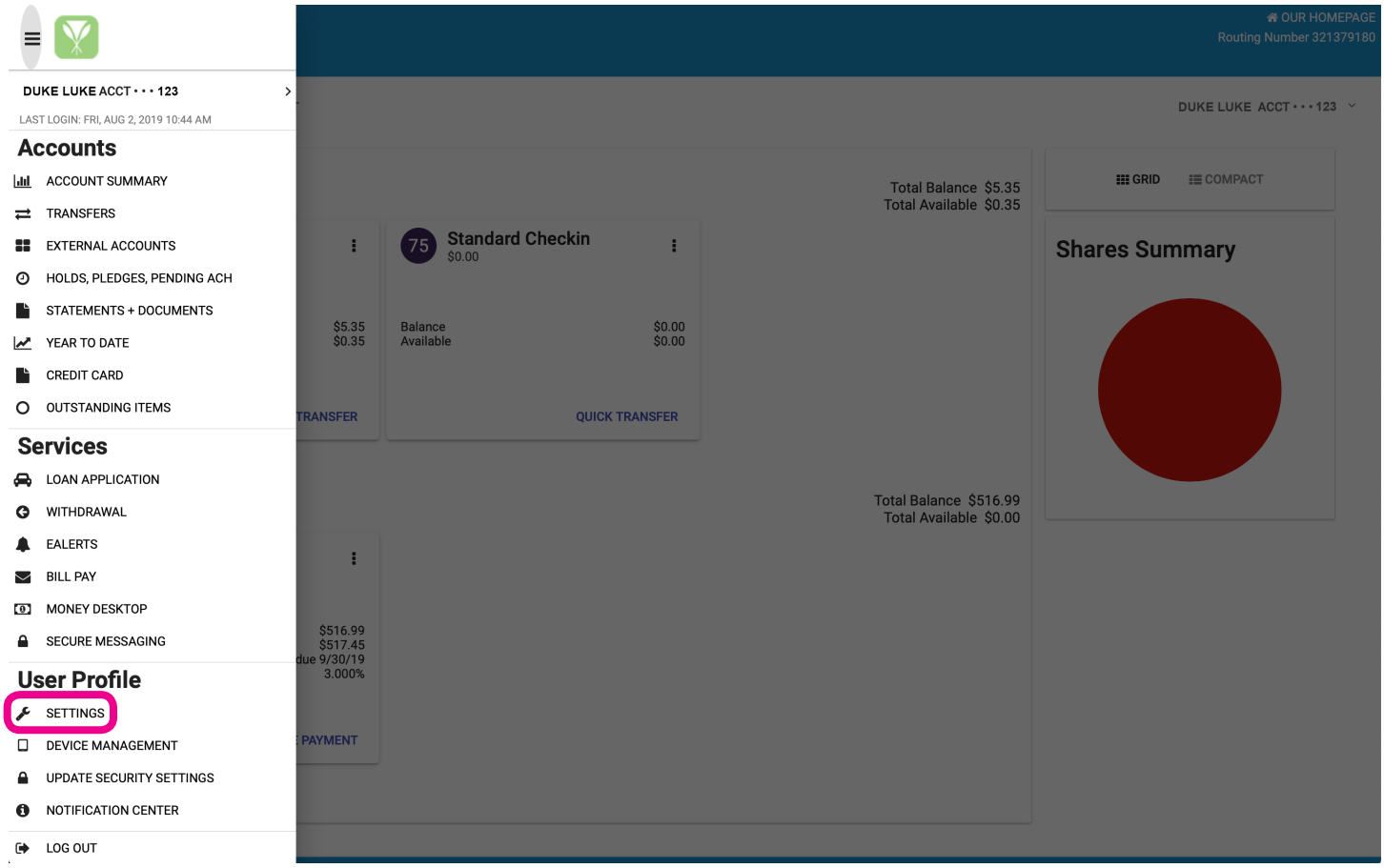


8. **Changing Your Username -** though optional, we highly recommend you change your Home Banking username, as it contains your account number. Further, a personalized username is often easier to remember than a standardized one.

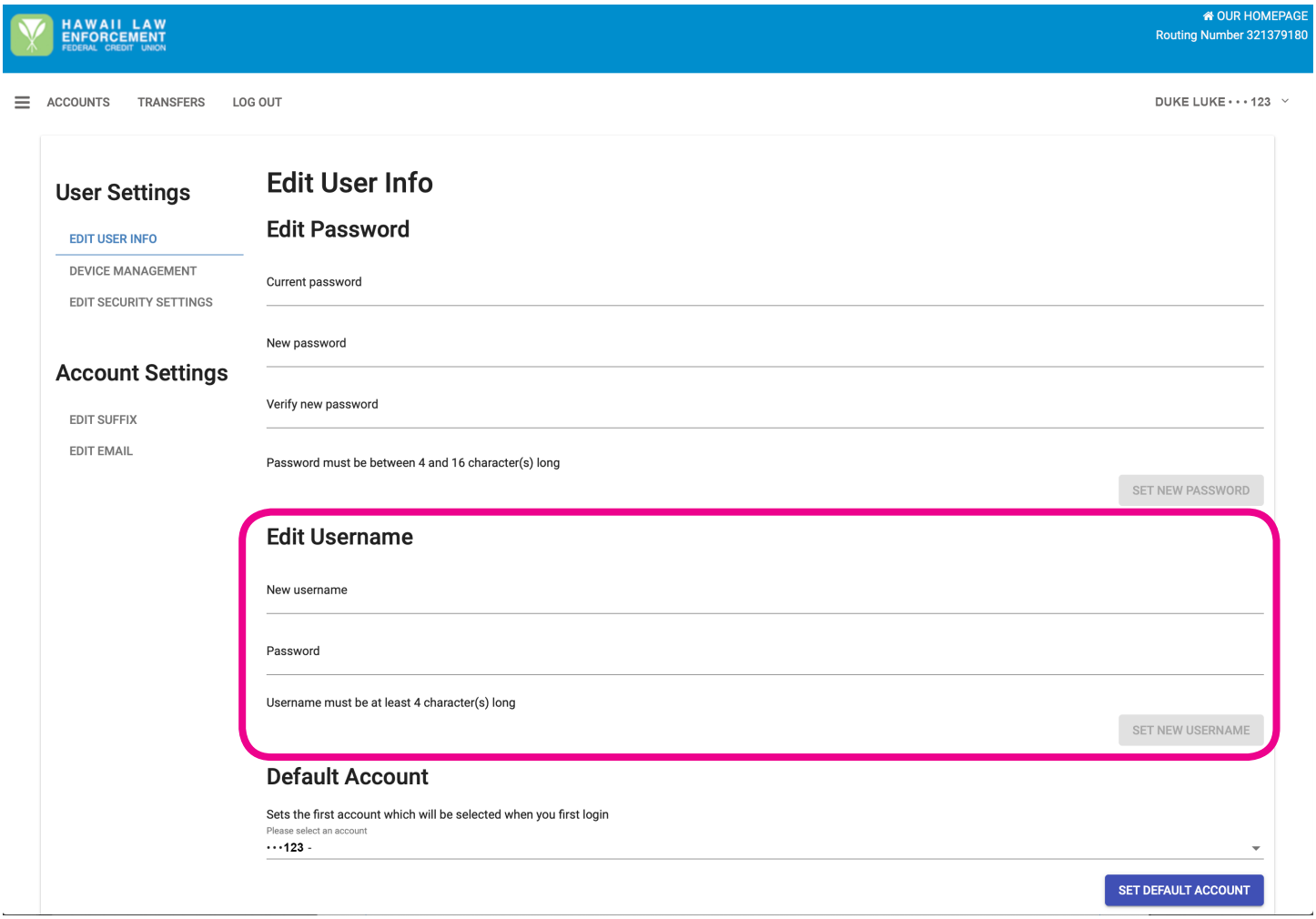
   a. To change your username, access the Home Banking menu by clicking on the "hamburger icon."



   b. Then, find and click on the "Settings" menu item.



c. Under the "Edit Username" heading, enter your desired username in the "New username" field, and then enter your current password in the "Password" field. When done, click the blue"Set New Username" button to finalize the change.



Note: this is the same screen you'll use to change your password if you wish to do so. And if you have more than one account with us, you can use the "Default Account" section to select which one will appear when you first login.

EQUAL HOUSING
LENDER
Your savings federally insured to at least $250,000
and backed by the full faith and credit of the United States Government
NCUA
National Credit Union Administration, a U.S. Government Agency