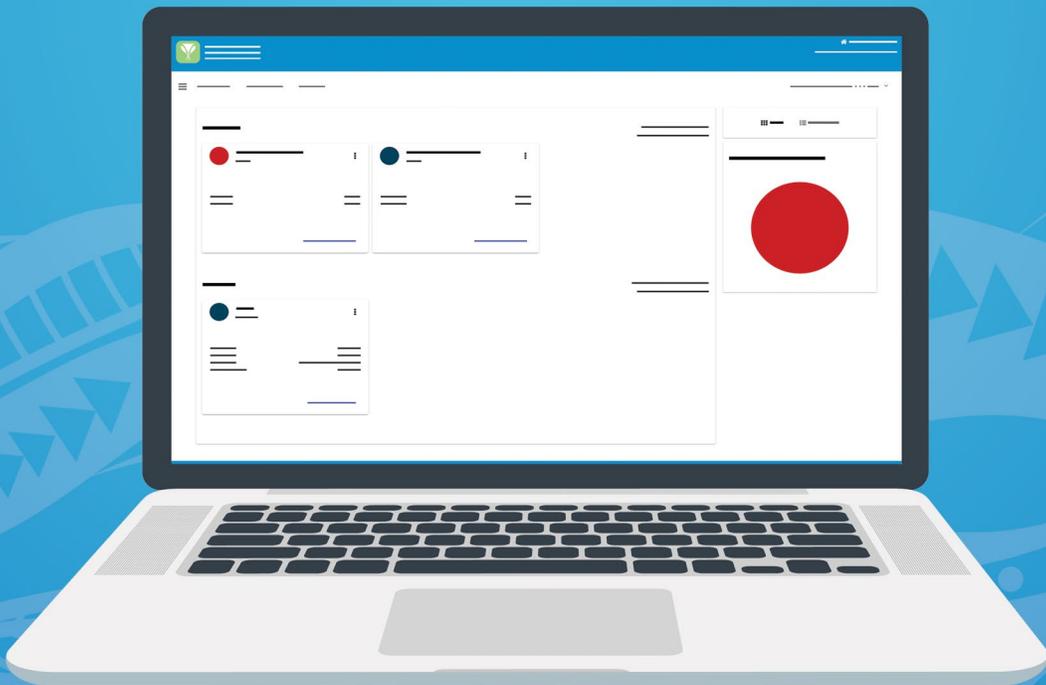


# HOME BANKING INITIAL LOGIN

GUIDE

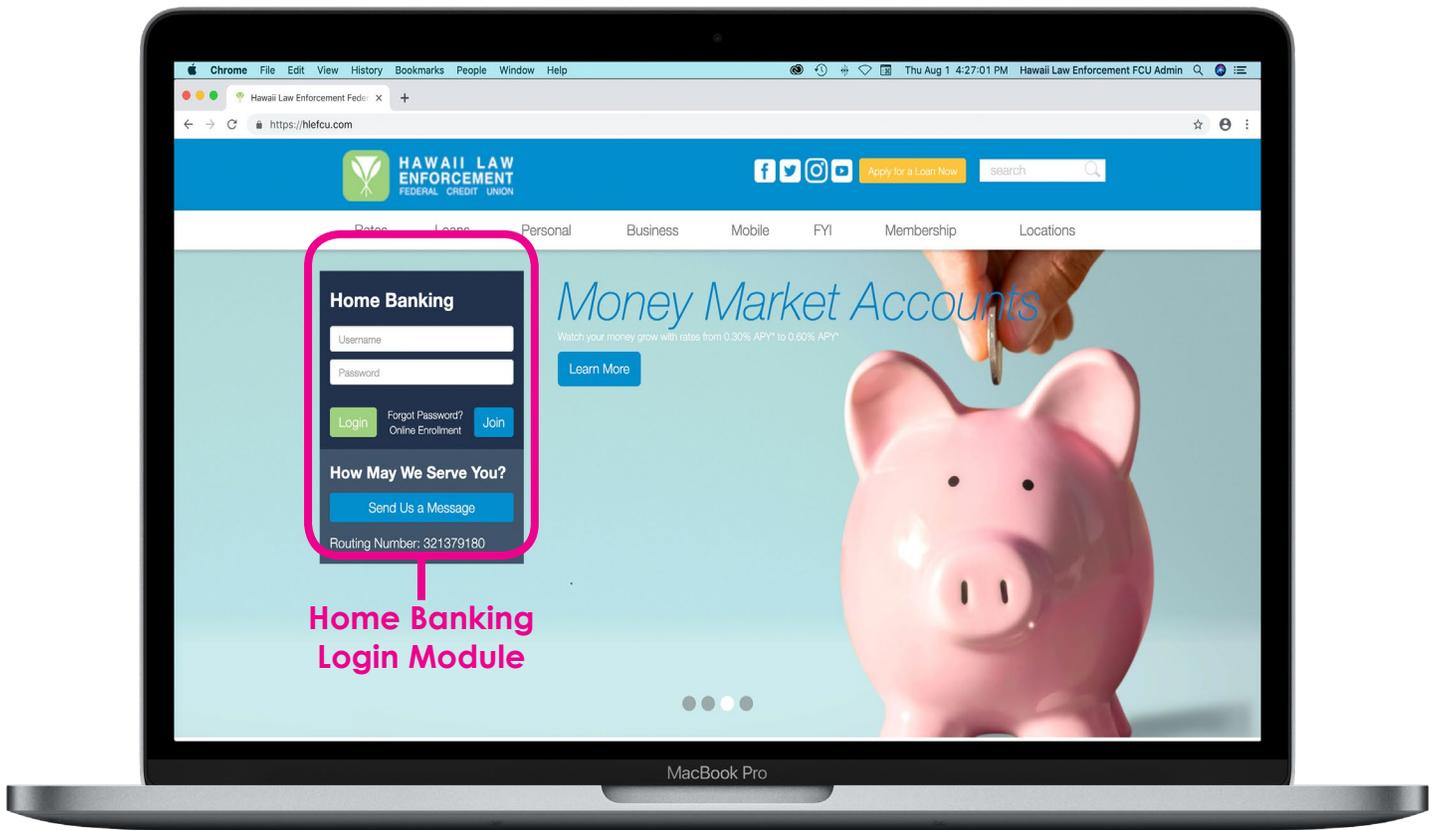


**HAWAII LAW  
ENFORCEMENT**  
FEDERAL CREDIT UNION

## **Welcome to HLEFCU Home Banking!**

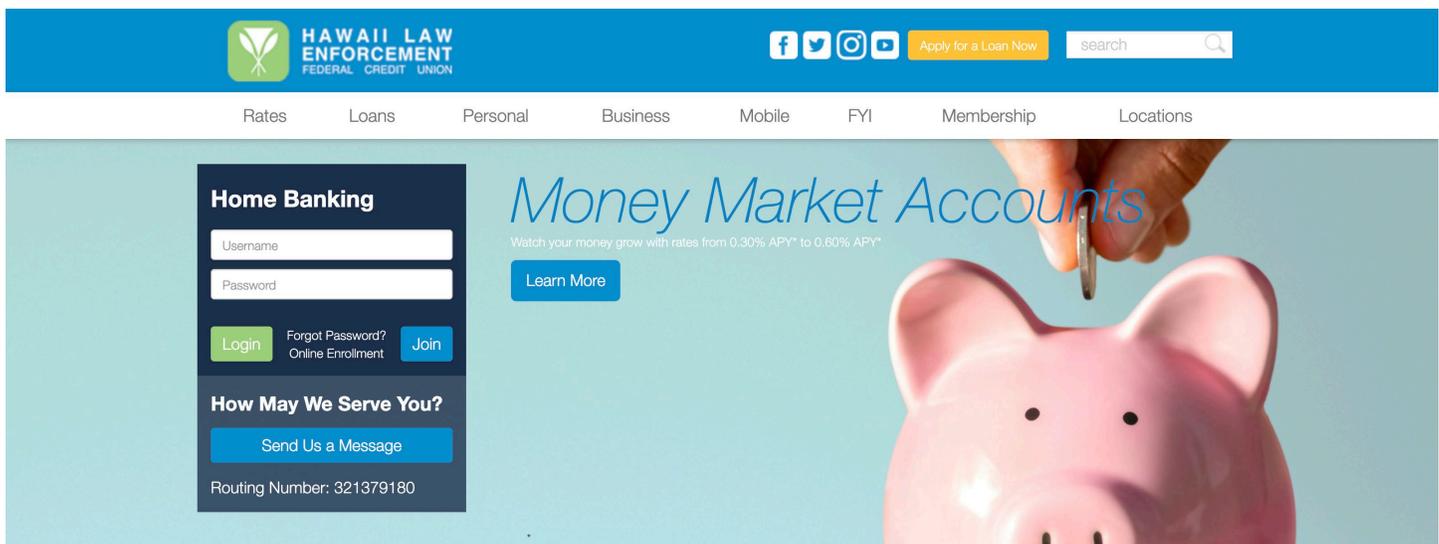
This step-by-step guide is designed provide a comprehensive and clear understanding of the Home Banking setup process. However, should you need any assistance during your Home Banking setup, please call us at 808.973.4311, or toll-free at 1.866.351.4311, and we'd be more than happy to assist you.

1. **Navigate to hlefcu.com** - open your web browser and visit [www.hlefcu.com](https://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.

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OUR HOMEPAGE  
Routing Number 321379180

## Please Authenticate to Continue

### Email Authentication

In order to verify your account access we will send a security code to one of your security contacts. Please select a security contact and request your security code.

Primary

REQUEST SECURITY CODE

### Device Registration

Registering your device is a simple and secure process that registers your device or browser with us. Once registered you will no longer be prompted for most high risk authentication. If you would like to deactivate a registered device you may do so on the Device Management page.

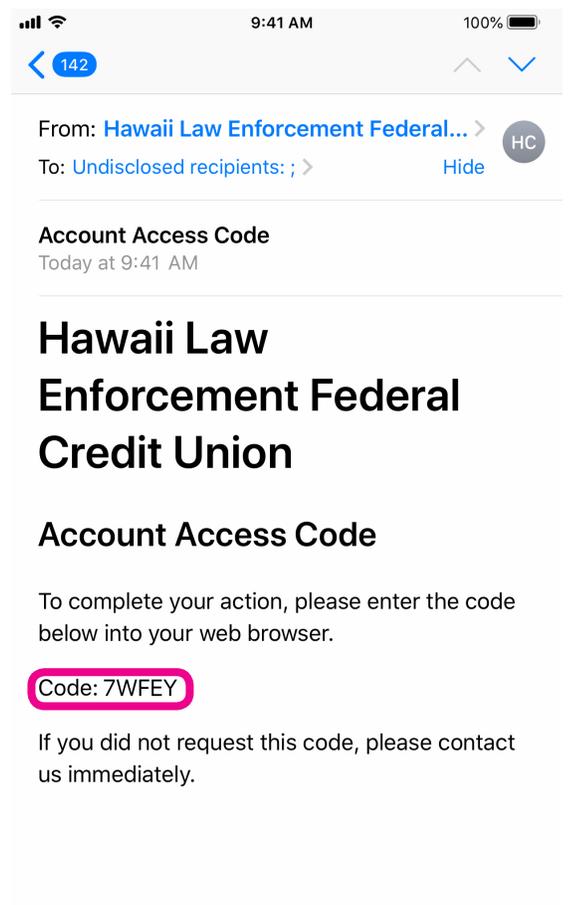
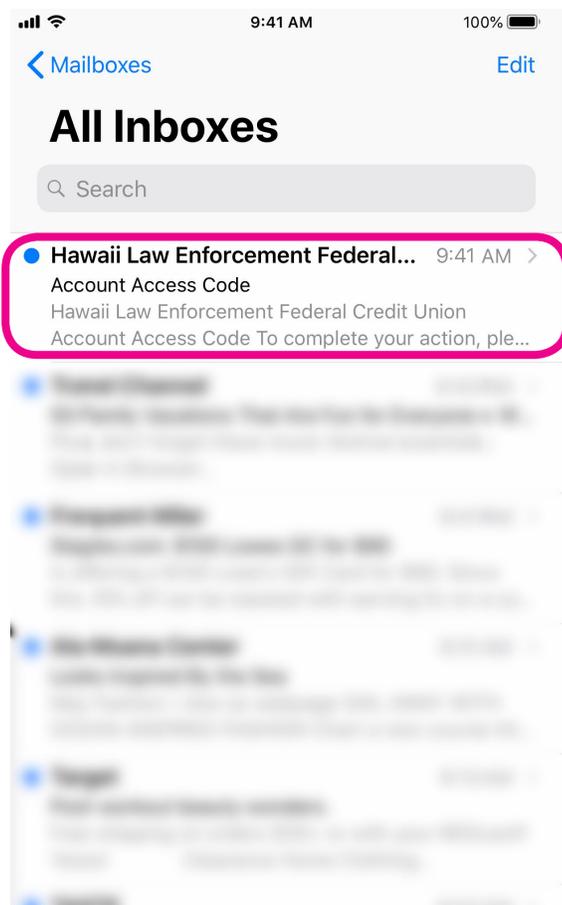
Register device

CONTINUE

All fields must be completed to submit

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.

The screenshot shows the authentication interface for Hawaii Law Enforcement. At the top left is the logo for Hawaii Law Enforcement Federal Credit Union. At the top right are links for 'OUR HOMEPAGE' and 'Routing Number 321379180'. The main heading is 'Please Authenticate to Continue'. Under 'Email Authentication', a message states: 'We have sent a message containing a security code to the security contact you selected. Please enter that code exactly as it appears in the message. The code is cAsE SensAtive so please copy it exactly.' Below this is a text input field with the code '7WFEY' and a pink arrow pointing to it with the text 'Enter your code here'. A blue button labeled 'RESEND SECURITY CODE' is circled in red with a 'no' symbol and a pink arrow pointing to it with the text 'DO NOT click this button'. Under 'Device Registration', a message explains the process. There is a checkbox labeled 'Register device' which is unchecked, with a pink arrow pointing to it and the text 'Check this box to register your device and skip email authentication in the future'. Below that is a white 'CONTINUE' button with a pink arrow pointing to it and the text 'Click here to continue'.

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.

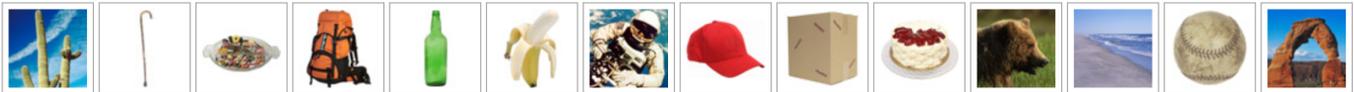
- Choose your security image by clicking on the security image you wish to use. When done, simply scroll down to the "Challenge Question" section to continue.

## Let's Secure Your Account

Welcome to Multi-Factor Security Enrollment! We have enabled additional security features to help protect your account. After enrollment, these security challenges will be presented to you upon login to help you identify this site and also to provide additional protection beyond the traditional username and password. Let's get started.

### Security Image

Please select one of the following images. This image will be presented to you as additional confirmation that you are communicating with our site.



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 10-23 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.

## Change Password

New Password\*  Verify Password\*

Password must be between 4 and 16 character(s) long

**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!

OUR HOMEPAGE  
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ACCOUNTS TRANSFERS LOG OUTDUKE LUKE ACCT... 123

### Shares

<b>1</b> Regular Savings \$0.35	<b>75</b> Standard Checkin \$0.00
Balance: \$5.35 Available: \$0.35	Balance: \$0.00 Available: \$0.00
<a href="#">QUICK TRANSFER</a>	<a href="#">QUICK TRANSFER</a>

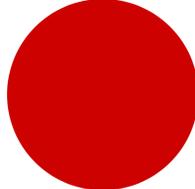
Total Balance \$5.35  
Total Available \$0.35

### Loans

<b>610</b> Loan \$516.99
Balance: \$516.99 Payoff: \$517.45 Payment: \$304.00 due 9/30/19 Interest Rate: 3.000%
<a href="#">MAKE PAYMENT</a>

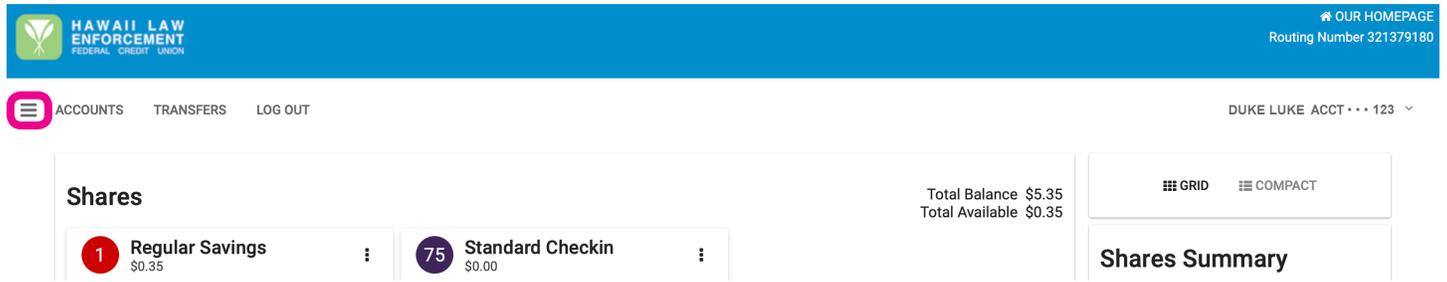
Total Balance \$516.99  
Total Available \$0.00

### Shares Summary

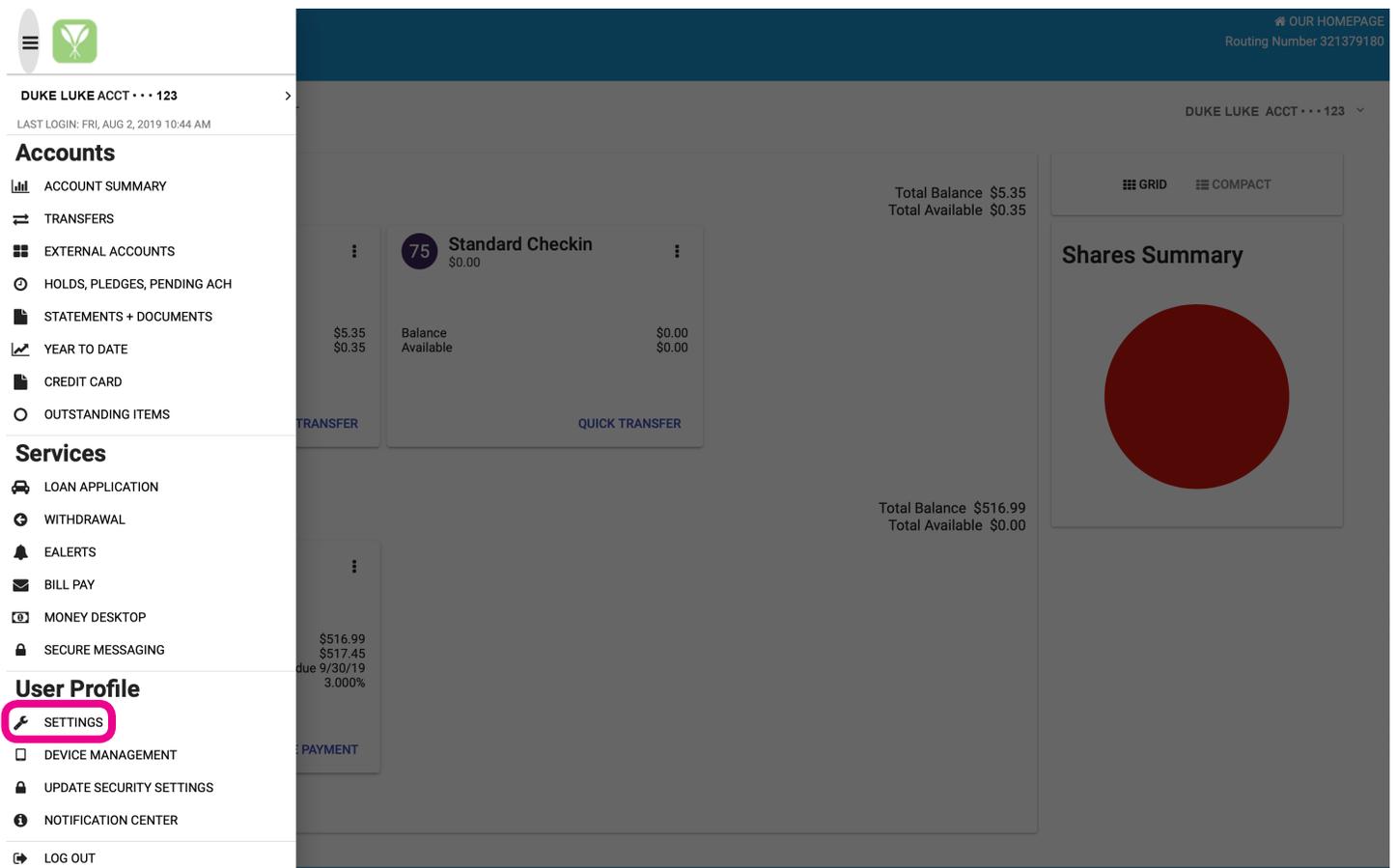


8. **Changing Your Username** - though optional, we highly recommend you change your Home Banking username, as it contains your account number. Further, a personalized username is often easier to remember than a standardized one.

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.

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OUR HOMEPAGE  
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ACCOUNTS TRANSFERS LOG OUT

DUKE LUKE ••• 123

### User Settings

- [EDIT USER INFO](#)
- DEVICE MANAGEMENT
- EDIT SECURITY SETTINGS

### Account Settings

- EDIT SUFFIX
- EDIT EMAIL

## Edit User Info

### Edit Password

Current password

New password

Verify new password

Password must be between 4 and 16 character(s) long

SET NEW PASSWORD

### Edit Username

New username

Password

Username must be at least 4 character(s) long

SET NEW USERNAME

### Default Account

Sets the first account which will be selected when you first login

Please select an account

•••123 -

SET DEFAULT ACCOUNT

**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.



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