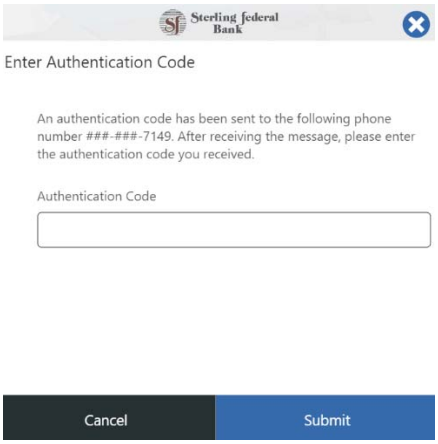
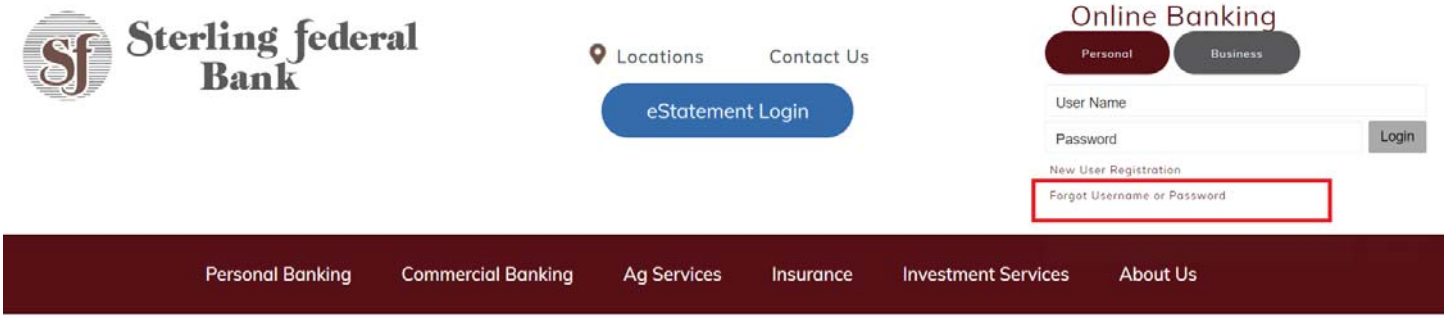


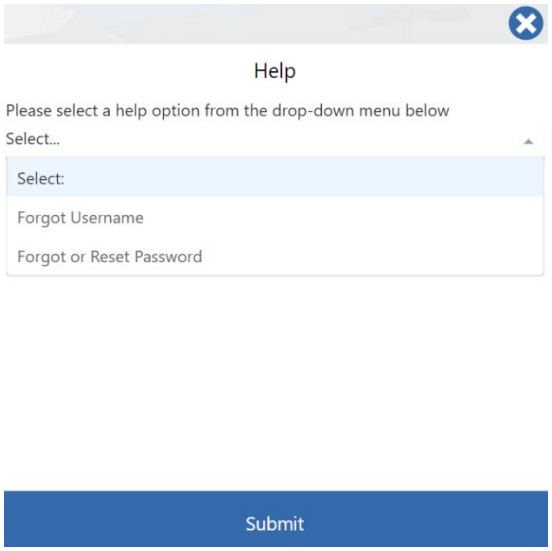
Forgotten Username/Password

Forgotten Username

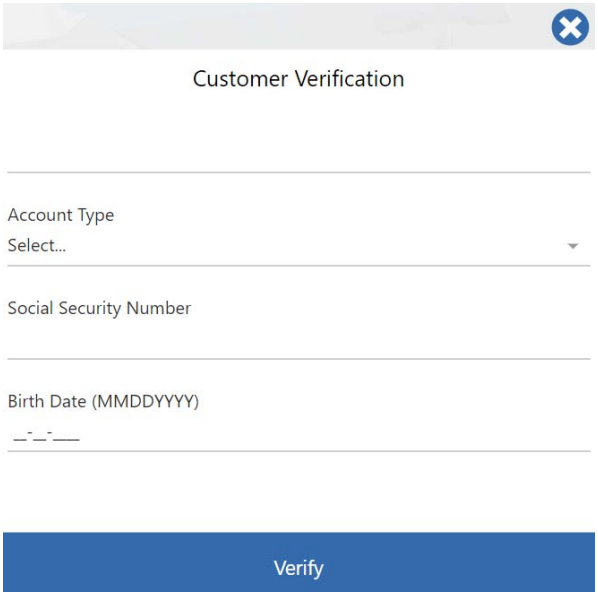
1. If you forget your Username, click on the Forgot Username or Password link on the main login page: to open the Help menu. On the drop-down menu, select Forgot Username and click Submit:



2. On the Help screen, on the drop-down menu, select Forgot Username and click Submit:



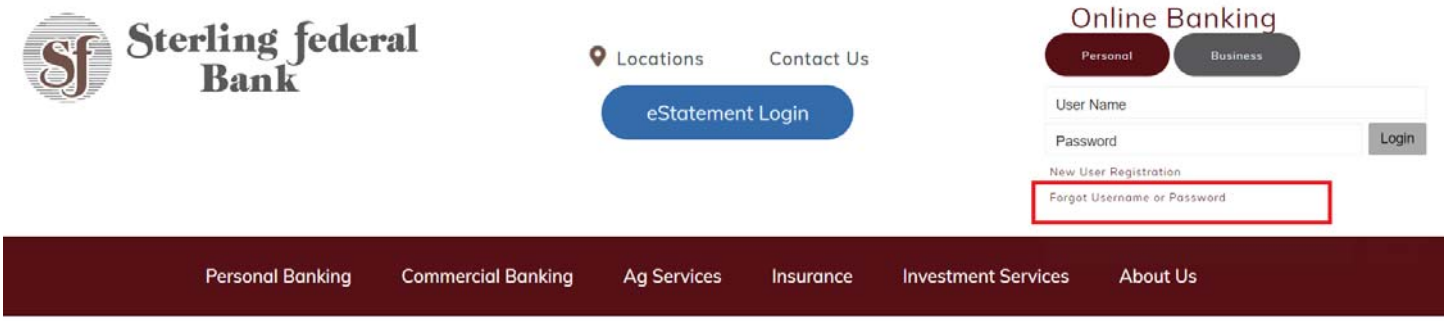
3. Verify your information by selecting your Account Type from the drop-down menu, enter your Social Security Number, and your Birth Date. Click Verify:



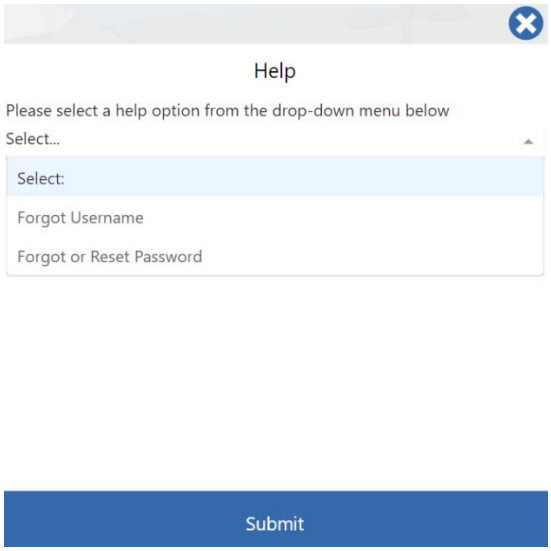
4. You may be required to complete the Out of Band authentication passcode process. Your Username will then be displayed on your screen.

Forgotten Password

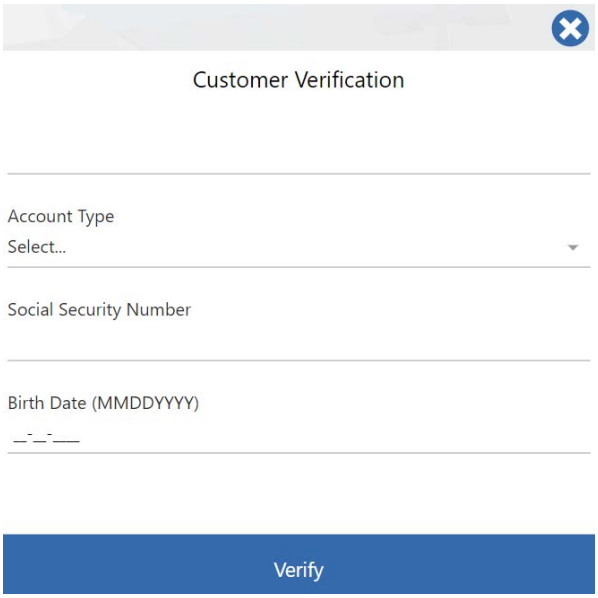
1. If you forget your password, you can click on the "Forgot Username or Password" link on the main login page:



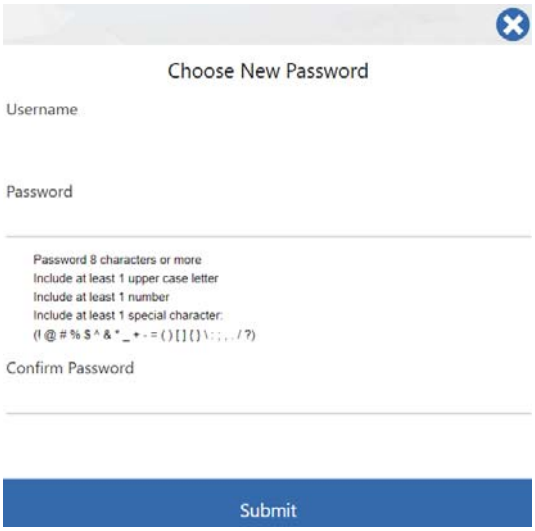
2. On the Help screen, on the drop-down menu, select Forgot or Reset Password and click Submit:



3. Verify your information by selecting your Account Type from the drop-down menu, enter your Social Security Number, and your Birth Date. Click Verify:



4. You will be prompted to create a new password:



Too Many Password Attempts

If you enter your password incorrectly too many times, your account will be locked. You can follow the steps above to reset your password and log in to the system.

If you are locked out of your account because of unsuccessful password attempts, you can use the Forgot Username or Password link on the main login page to reset the password.

You will be required to enter validation information to prove your identity.

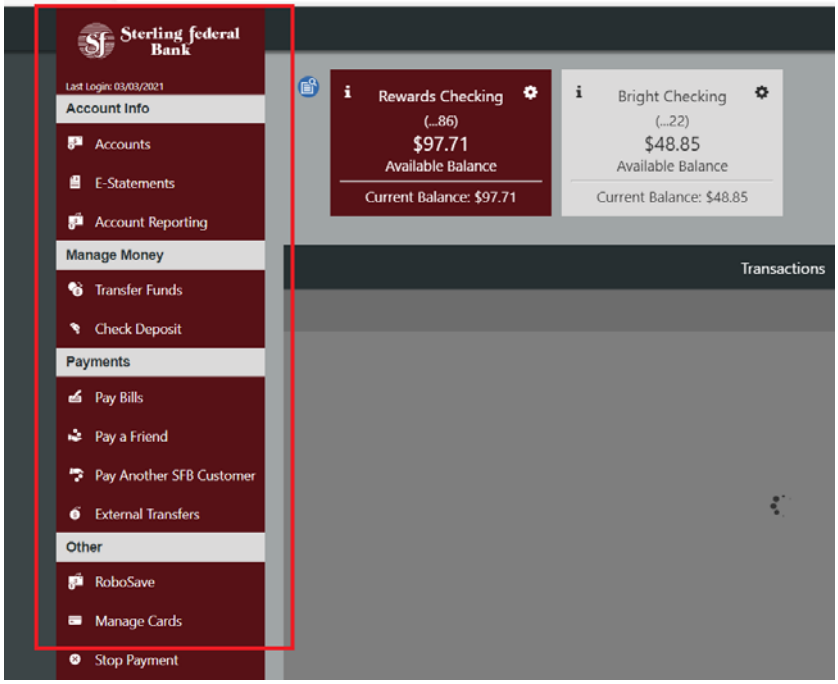
Customers Who Have Been Locked Out by Sterling Federal Bank

If you are locked out by Sterling Federal Bank because of an identified business need, you cannot reset your password.

Internet Banking Features

After successfully logging in, you will see the Transactions page by default. The workspace also has account tiles at the top of the page. An Account's heading is shown above the side-bar menu upon first login.

The side-bar menu is a menu on the left side of the screen that enables you to navigate between features. As you move through the other features, you can click the Accounts button to navigate back to the Transactions page if necessary:



On the right side of the screen there is a gear icon. Clicking on this icon will pull up a menu of secondary features including Alerts, Settings, Profile, Login Help, Locate Us, Contact Us, About Us, Terms of Use, Privacy Policy, and Facebook: