Online Banking

Tips & Troubleshooting Guide

sunmark
FEDERAL CREDIT UNION

Revision Date: 7/3/2014

Your Browser & Online Banking

Sunmark's Online Banking experience allows for the use of several different web browsers. Your browser should be up-to-date to the latest version.

What browsers are recommended?

We currently recommend the following browsers:

- Microsoft Internet Explorer versions 8, 9, 10, and 11 (for PC)
- Mozilla Firefox versions 4 and above (for PC and Mac)
- Apple Safari 5 and above (for PC and Mac)

At this time, Google Chrome is a SUPPORTED browser, but not a recommended browser.

Is my browser compatible?

It's easy to check your browser for compatibility with our Online Banking product. To check your browser, visit the following web page in your browser:

https://www.sunmarkonlinebanking.org/onlineserv/HB/BrowserTest.cgi

My browser is not compatible. What should I do?

We recommend that you install a compatible web browser on your computer. All the browsers that we recommend are available for download for free from the following locations:

Microsoft Internet Explorer: http://windows.microsoft.com/en-US/internet-explorer/download-ie
Mozilla Firefox: http://www.getfirefox.com
Apple Safari: http://www.apple.com/safari/

I have a recommended browser, but I am still having problems. What should I do?

There may be other reasons that your browser is not working that has to do with the settings of the browser. The following features must be enabled for Online Banking to work correctly:

- JavaScript
- Cookies
- Pop-Ups

Check these links for more information on changing your browser settings:

[Internet Explorer 8 Settings](#)   [Safari Settings](#)
[Internet Explorer 9+ Settings](#)   [Google Chrome Settings](#)
[Mozilla Firefox Settings](#)

Your Account's Security Credentials

In order to access Online Banking, you will need to know your account's security credentials. These consist of your **USERNAME** and **PASSWORD**. In addition, our Online Banking system may ask you for a **PASSCODE** that you have received by telephone, email, or text message.

A **PASSCODE** is different from your **PASSWORD**. Your **PASSWORD** is a combination of letters and numbers that you set up when first accessing Online Banking. A **PASSCODE**, however, is a one-time six-digit security credential that you will receive by phone, text message or email in the event that you are using an unrecognized computer.

I've never used Online Banking before. What are my account's security credentials?

If this is your first time using Online Banking, your username will be your account number, and your password will be your TAMI banking PIN (if you have never used TAMI before, your initial PIN will be the last four digits of your Social Security number). Once you have logged in, you will be asked to create new credentials.

I have forgotten my username and/or password. How can I retrieve this information?

By visiting the following web page, you may be able to retrieve your username and/or reset your password by answering your pre-defined security questions:

https://www.sunmarkonlinebanking.org/tob/live/usp-core/app/authUpdate

Advanced Support

If you still have an issue that these tips has not solved for you, please contact our Telephone Access Center at (866) SUNMARK.