Internet Banking User Guide

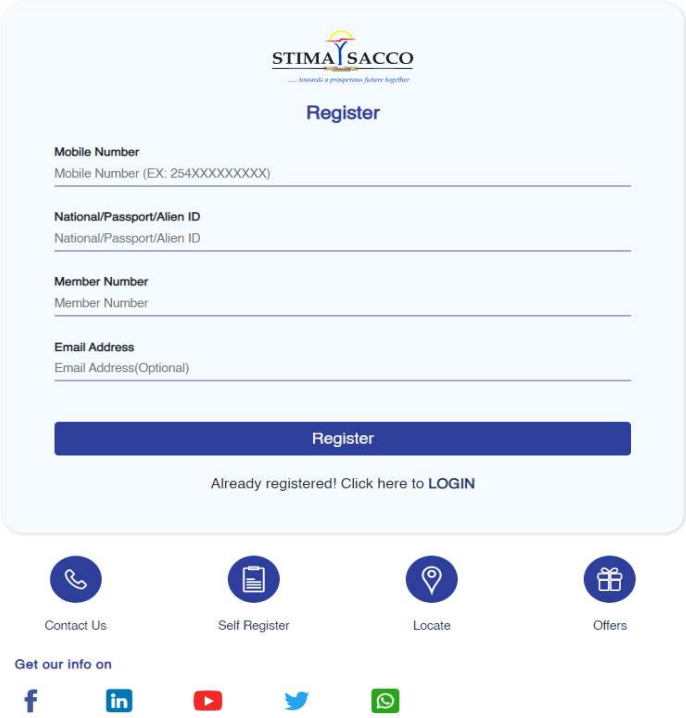
VERSION ONE

The services currently available include:

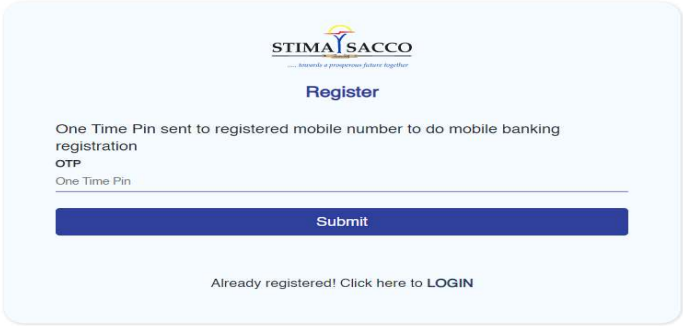
1. Self-Registration - Signing up to use Internet Banking.
2. Check Balance – Viewing your account balances.
3. Mini Statement
4. Forgot Password

How to Sign Up to Internet Banking for the first time (Self Registration)

1. Click https://msasa.stima-sacco.com/ the select Self Register

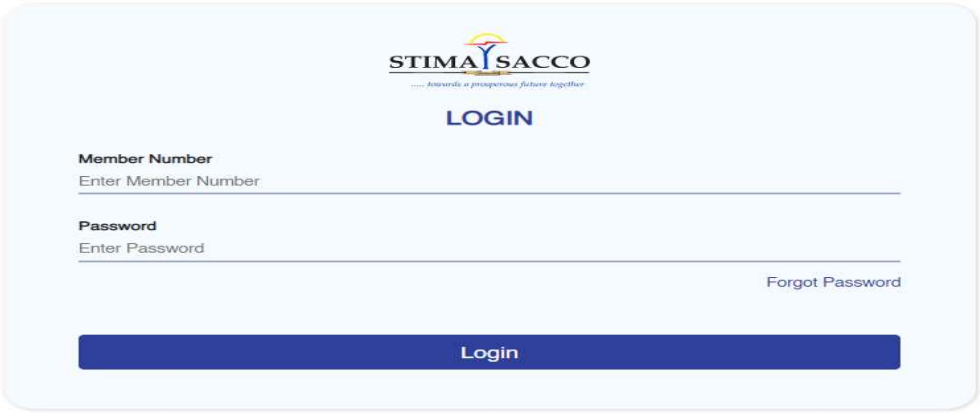


2. Enter the details highlighted and click Register. Ensure to enter the correct information as was provided to the Sacco.
3. Enter the one time 6-digit password shared to your telephone contacts.

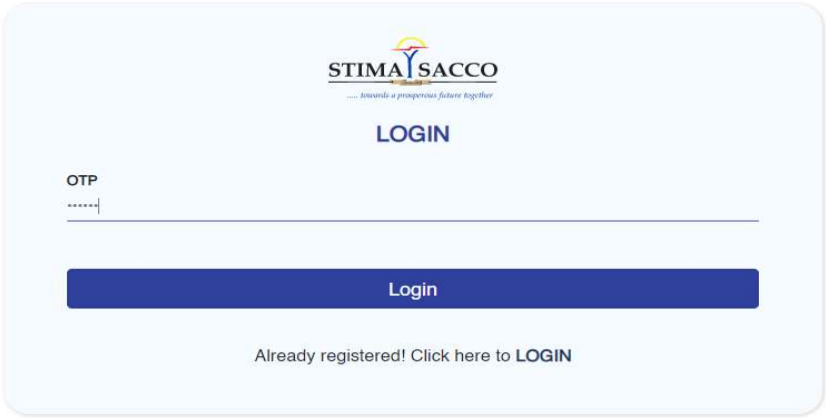


P.O. Box 75629 -00200, City Square, Nairobi. Call Centre: 0703024000 | 0703024024
Fax 0208097265 | Email: customercare@stima-sacco.com
WhatsApp Message: 0703024001
SMS Shortcode: 23356

4. You will be redirected to a login page. Here enter your member number and for the password key in the password as sent to your mobile number.

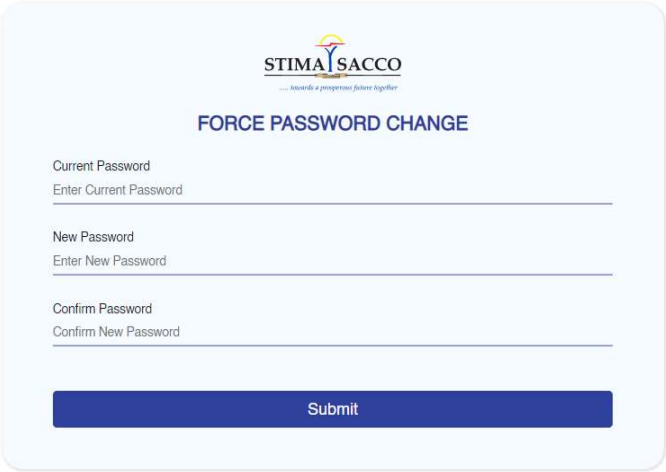


5. Enter the One Time Password and login

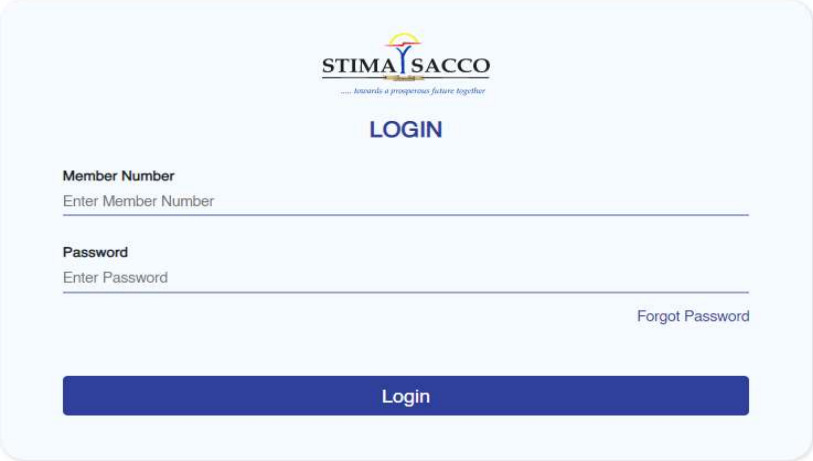


6. You will be prompted to select and respond to 3 security questions. Complete this then submit. Ensure to give responses that you can remember and do not share this information with anyone.

7. You will be prompted to change password. Change password from what was shared to one you can remember and is not easily guessed.

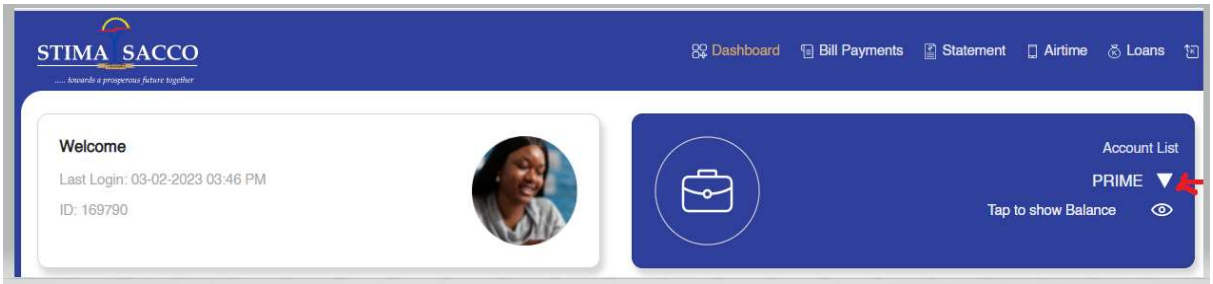


8. You will be redirected to Login. Login with your member number and the new password you created.



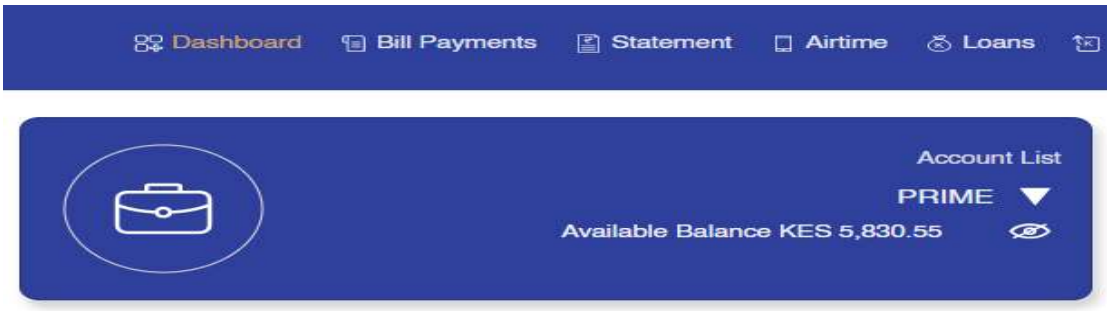
How to Check Balance

1. After login, on the landing page, click on the down arrow to select the account you would like to view balance.



2. A list of all your accounts will display to enable you pick the one you would like to view the balance

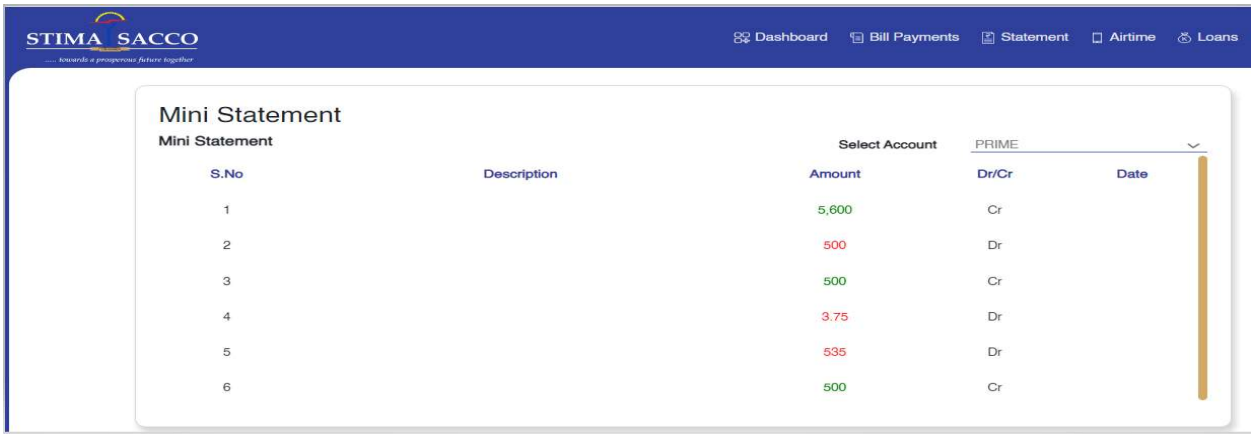
3. Once you have selected the account tap on show balance and the balance will be displayed.



How to get a Mini Statement

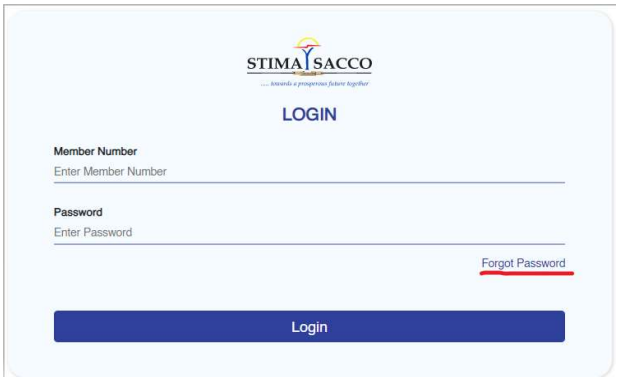
1. On the landing page select statement, then mini statement

2. Select the account you would like to view from the dropdown and the last 6 transactions in the selected account.

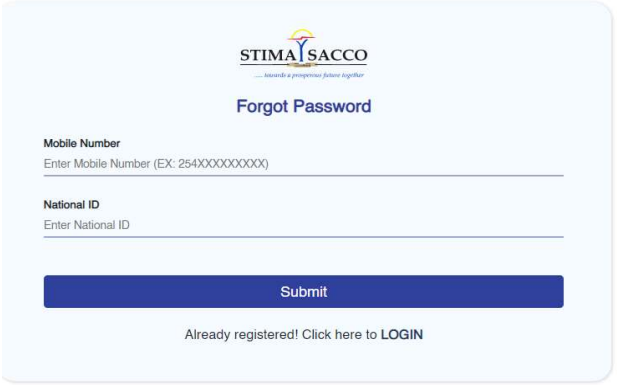


How to Reset Password (Forgot Password)

1. On the login page click on forgot password



2. Key in your mobile number and member number then submit



3. Answer the two security questions and submit.
4. Enter the One Time Password sent to your mobile number and submit.
5. You will be prompted to enter a new password. Enter a password of your choice. Confirm it then submit.