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Introduction

At CoopRincón we know the importance of our members being able to know about their accounts at all times, as well as that they can make transactions from the comfort of their home. It is for this reason that we implement a new platform that allows us to continue to provide our services easily and efficiently.

Our north has always been our members, that is why we have prepared some instructions so that you can access our new platform. The instructions will help you complete the registration process easily. However, if you need assistance, feel confident in calling or writing an email in order to help you, at the end of this instructions you will find the necessary information so that you can contact our staff in case of any questions or concerns.

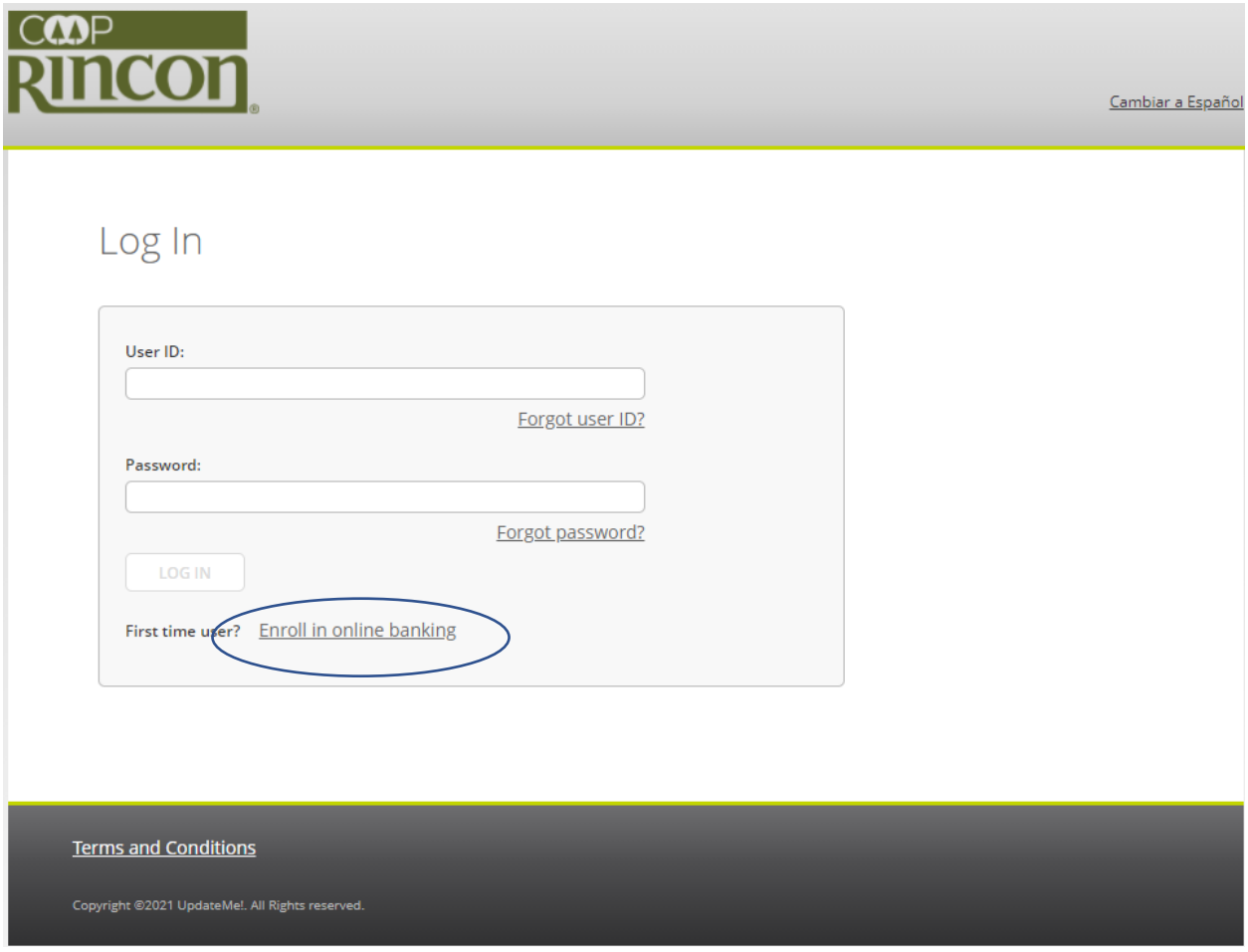
First Step

In order to access Rincon at home, you must go to http://www.cooprincon.com and at the top press the option that says HomeBanking

Step Two

Once you click the Homebanking option, you will be redirected to Rincón at your home and you will be able to see the following screen. This screen has several options:

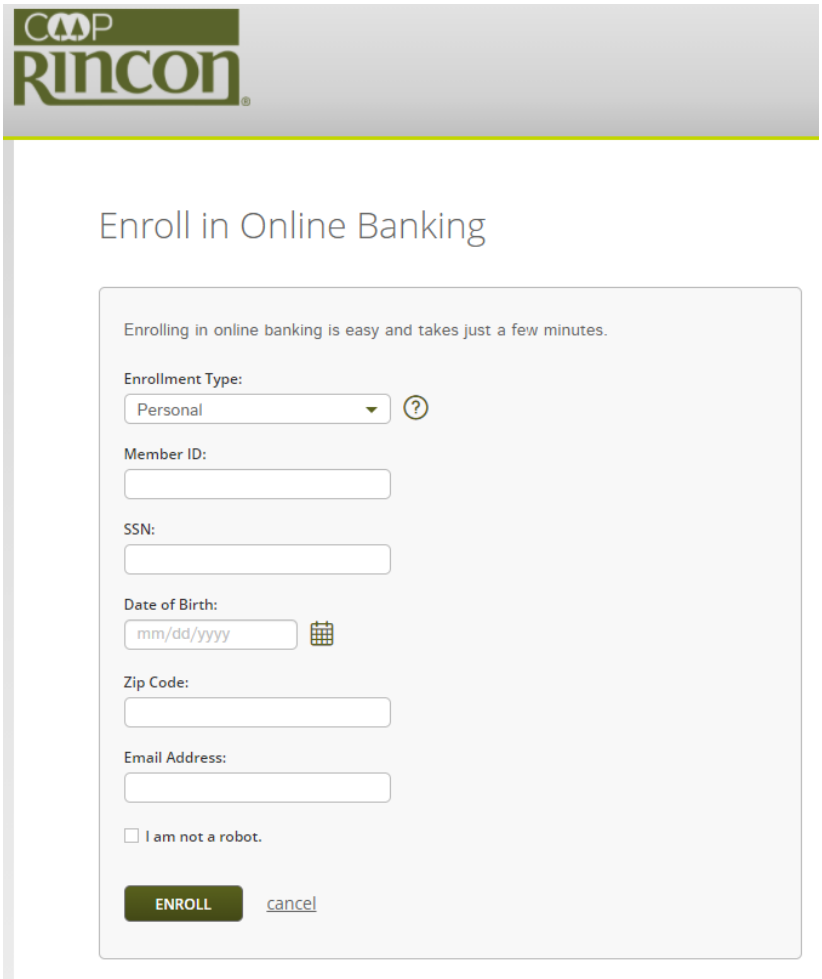
- Select the language of your choice in the top right.
- Username and password, once you have registered.
- You can recover your username and/or password, if you have forgotten any of them
- Terms and conditions, which you can see by clicking on this option.
- If this is your first time entering and you have not yet registered, click **on the Register for Online Banking option**



Third Step

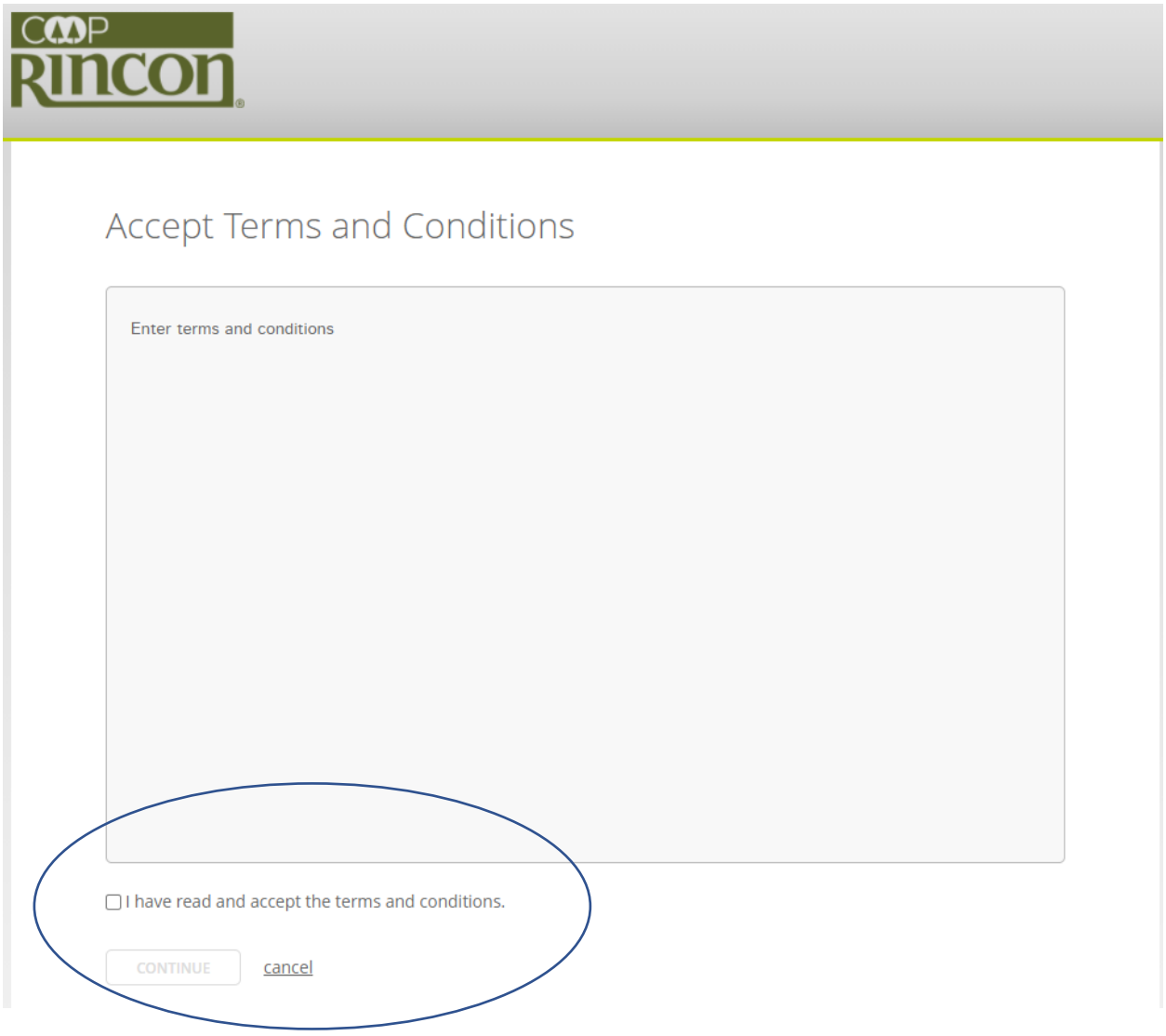
In this third step you will see the following options

- Enrollment type - you must choose one of the following options.
  - Personal
  - Company
- Member ID number- this is your membership number.
- SSN - your Social Security number
- Date of birth
- Zip Code - it must match the one we have in our system.
- **Email - it must match the one we have in our system.**
- I am not a Robot – it is important that you select this information because the system will validate that it is a human that is entering the information.
- After completing all the information, you press on the Sign Up button to continue



Fourth Step

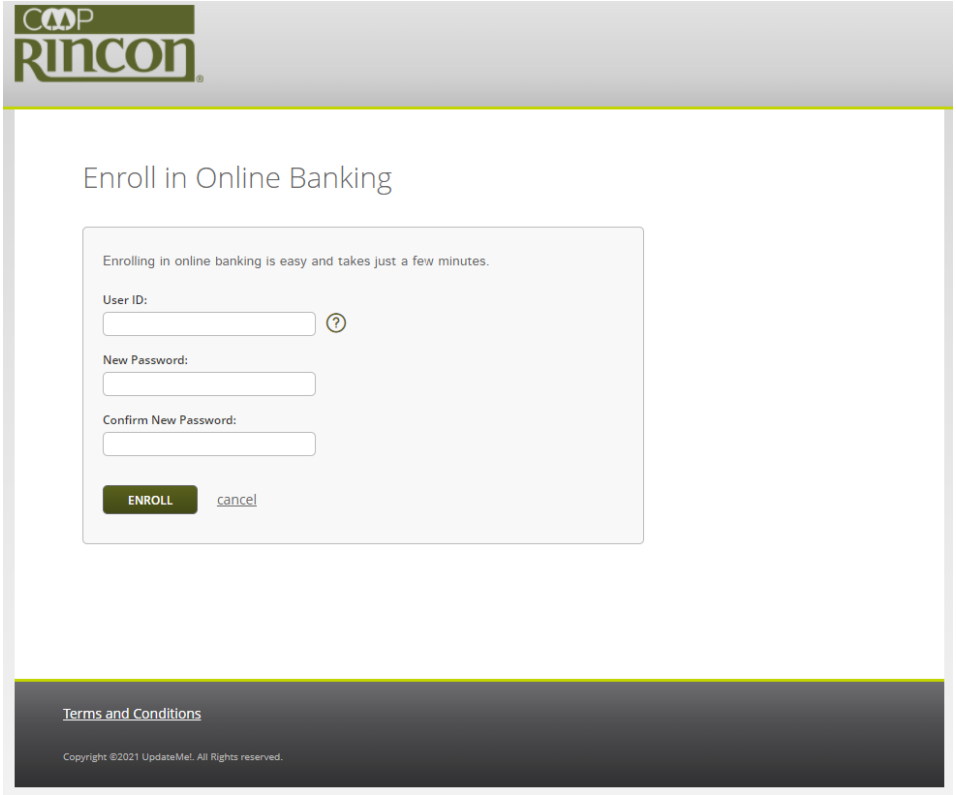
In this step you must accept the terms and conditions by clicking on the check box at the bottom left of the page that says I have read and accepted the Terms and Conditions. After clicking this box the continue button will be enabled so that you can press it and continue with the process.



Fifth Step

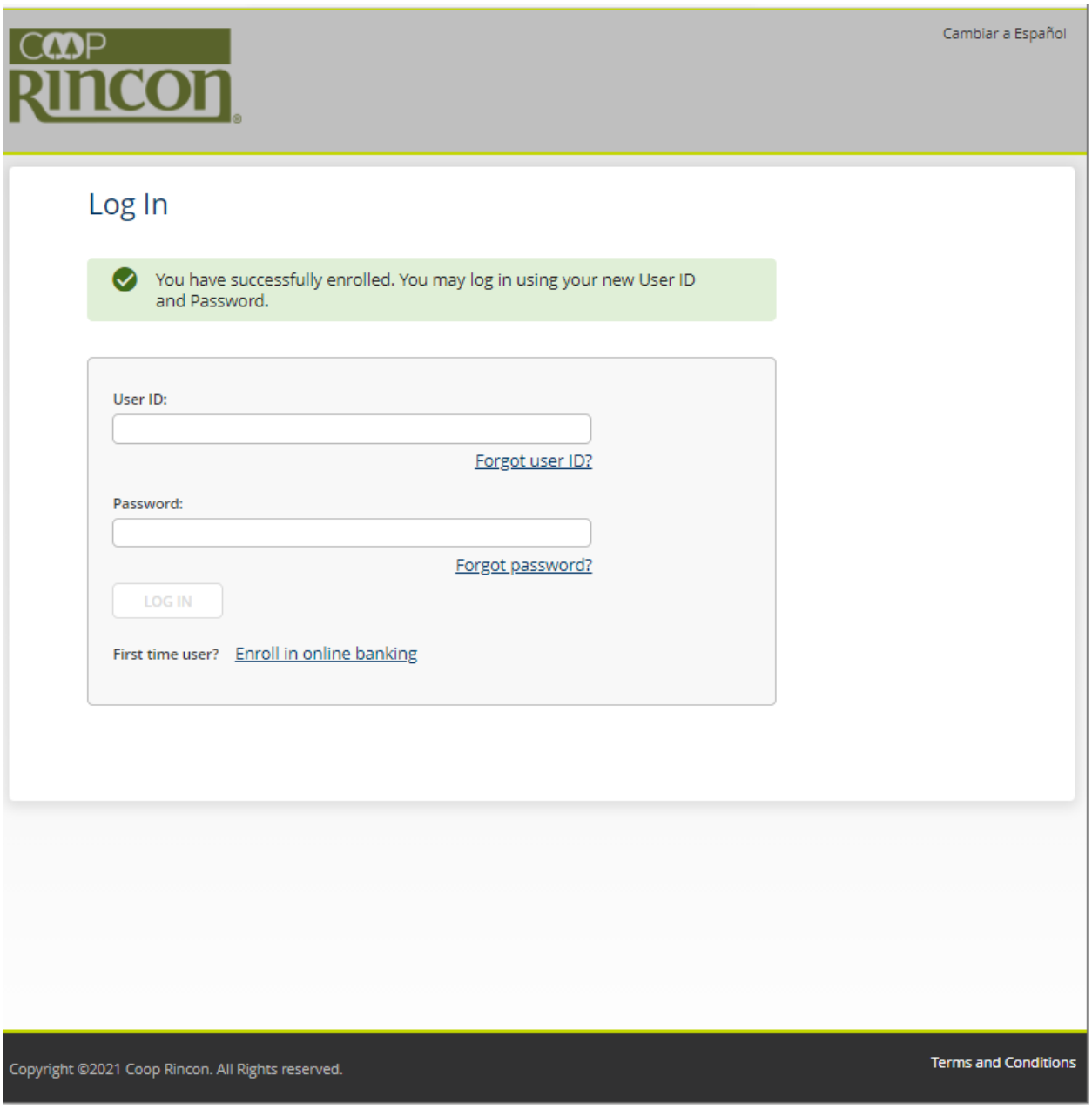
In this step you will select:

- Username - for the name you select to work you must comply with the following indications.
    - Can be between 6 and 32 characters long.
    - Letters and numbers are allowed, as well as these special characters|.
    - Spaces are not allowed in your username.
- New Password - for your password to be accepted you must comply with the following indications.
    - At least 9 characters, but no more than 32 characters
    - Must have uppercase and lowercase letters.
    - You must have numbers.
    - A special character like $, @
- Confirm New Password – Re-enter passwords in this space to confirm the same password.
- Press the Sign Up button



Sixth Step

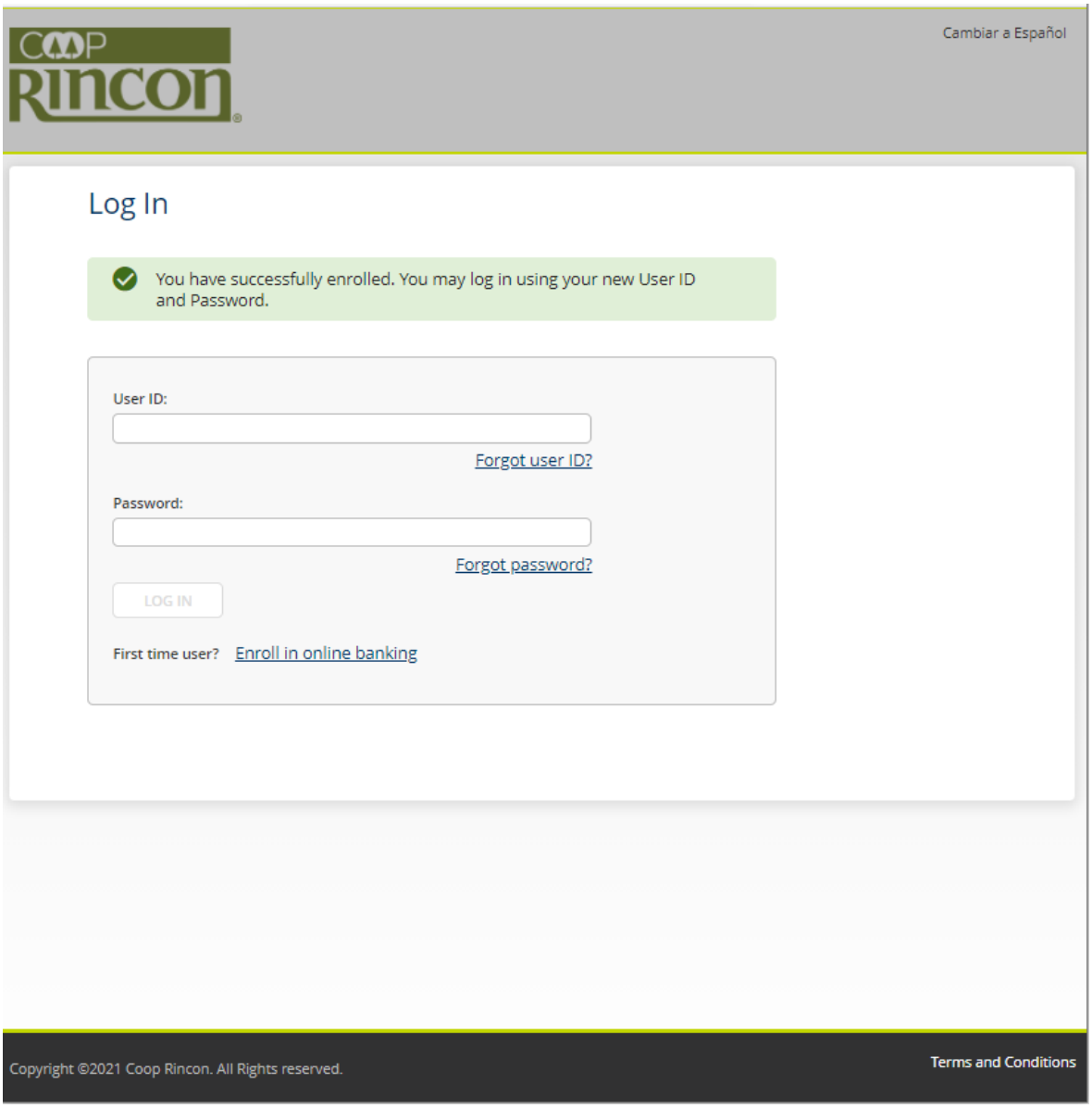
Once the process is complete successfully, you will see the message "You successfully signed up. You can connect to use your new username and password"



Seventh Step

Once you have completed the registration, you must do another process in order to access your account. It is important that you remember to change the language to English. Now with the information you just filled write it in the blanks provided

- Username - the one you just created
- Password - the one you just created
- Tap on the Log In

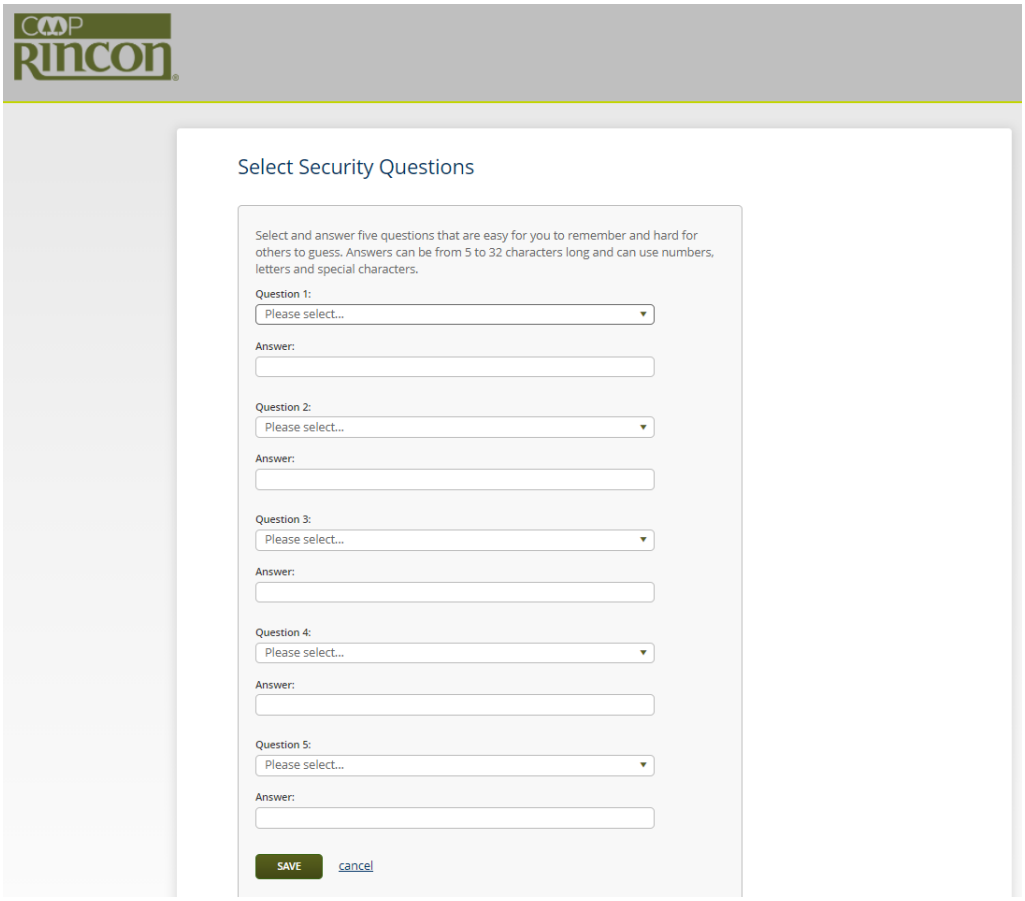


Eighth Step

In this step, you will select five security questions and answer them. If the questions come out in Spanish, press the option to log out and when the system takes you to the home screen, remember to press change the language to English. It is importance that you remember the answers to the questions you choose because these questions will be used in case you forget your password. It should be mentioned that answers to questions should not be repeated, each answer must be unique.

Answering the security questions should follow this rules:

- Select questions you remember the answer you're going to write
- However, your answers must be hard for others to guess
- Your answers have a minimum of characters that would be 5 and a maximum of characters that cannot exceed 32
- Your answers may consist of letters, numbers and special characters
- Once you have all your answers, press the save button to continue



Ninth Step

In this step you will enter a phone number that will be used in case you have to verify your identity. Once you're done, tap save so you can move on to see your account

Important Points

- If you see an error that says your information cannot be validated, it may be:
    - You are writing something wrong.
    - The user you chose has already been selected
- You must ensure that the user you choose goes according to the rules suggested by the system
    - Can be between 6 and 32 characters long
    - Letters and numbers are allowed, as well as these special characters|.
    - Spaces are not allowed in your username
- The system has a certain time, if you do not continue your session it can close and you will need to start over
- You must ensure that when you enter the password, it is according to the rules suggested by the system
    - At least 9 characters, but no more than 32 characters
    - Must have uppercase and lowercase letters
    - You must have numbers
    - A special character such as $, @
- In case of password change, you will not be able to use a password that has been used before.
- It is important that you have an e-mail register with us

If you need assistance, you can contact our Call Center or our E-Banking department at the following emails:

acaro@cooprincon.com (Alberto Caro)
cmatos@cooprincon.com (Clarissa Matos)
bbonilla@cooprincon.com (Brendalys Bonilla)
amoreno@cooprincon.com (Alexis J Moreno)