

HOME BANKING

Coop Rincón en tu casa

Accede

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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

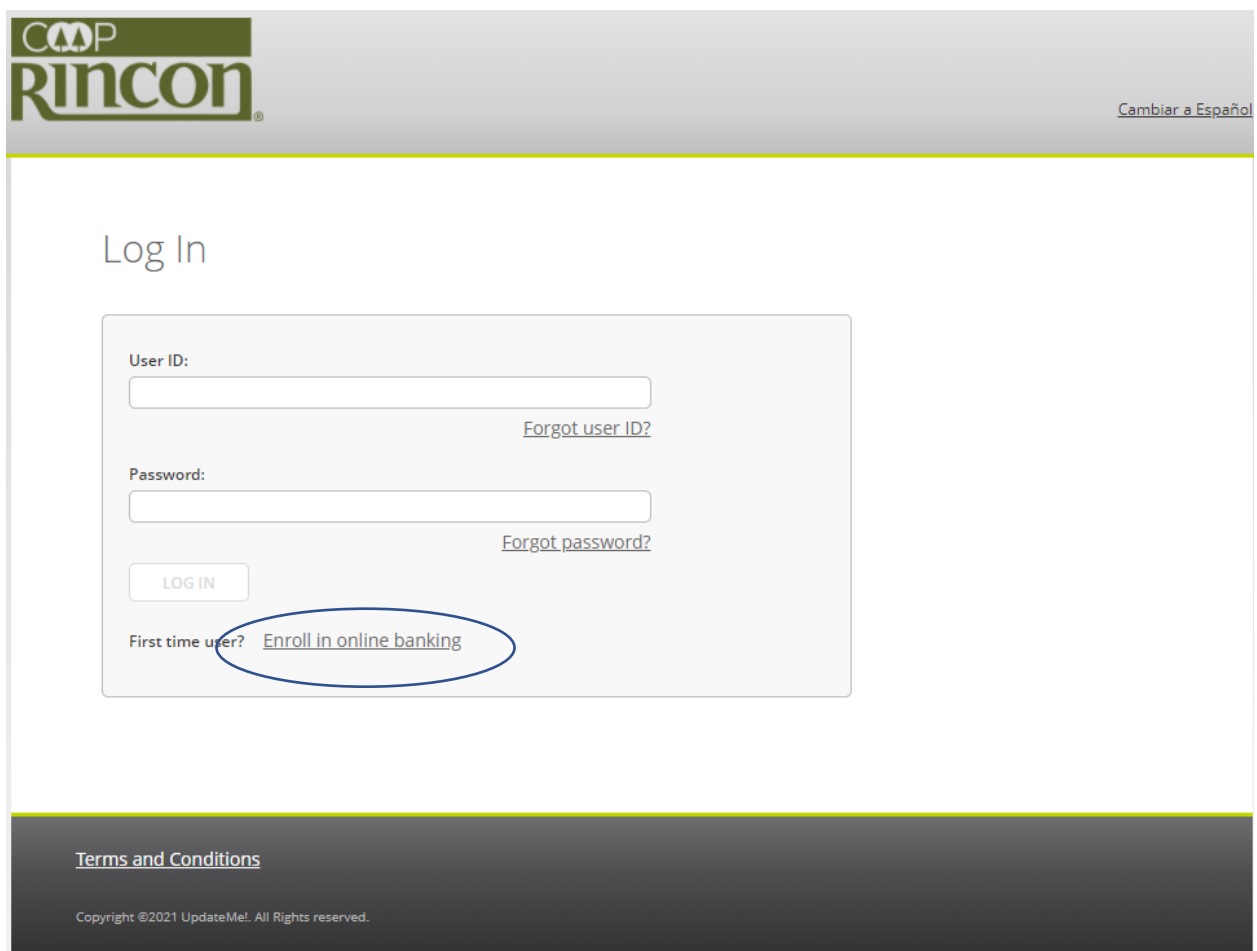
In order to access Rincon at home, you must go to <http://www.cooprincon.com> and at the top press the option that says HomeBanking



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**



COP
Rincón

[Cambiar a Español](#)

Log In

User ID:

[Forgot user ID?](#)

Password:

[Forgot password?](#)

First time user? [Enroll in online banking](#)

[Terms and Conditions](#)

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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



Enroll in Online Banking

Enrolling in online banking is easy and takes just a few minutes.

Enrollment Type:
 [?](#)

Member ID:

SSN:

Date of Birth:

Zip Code:

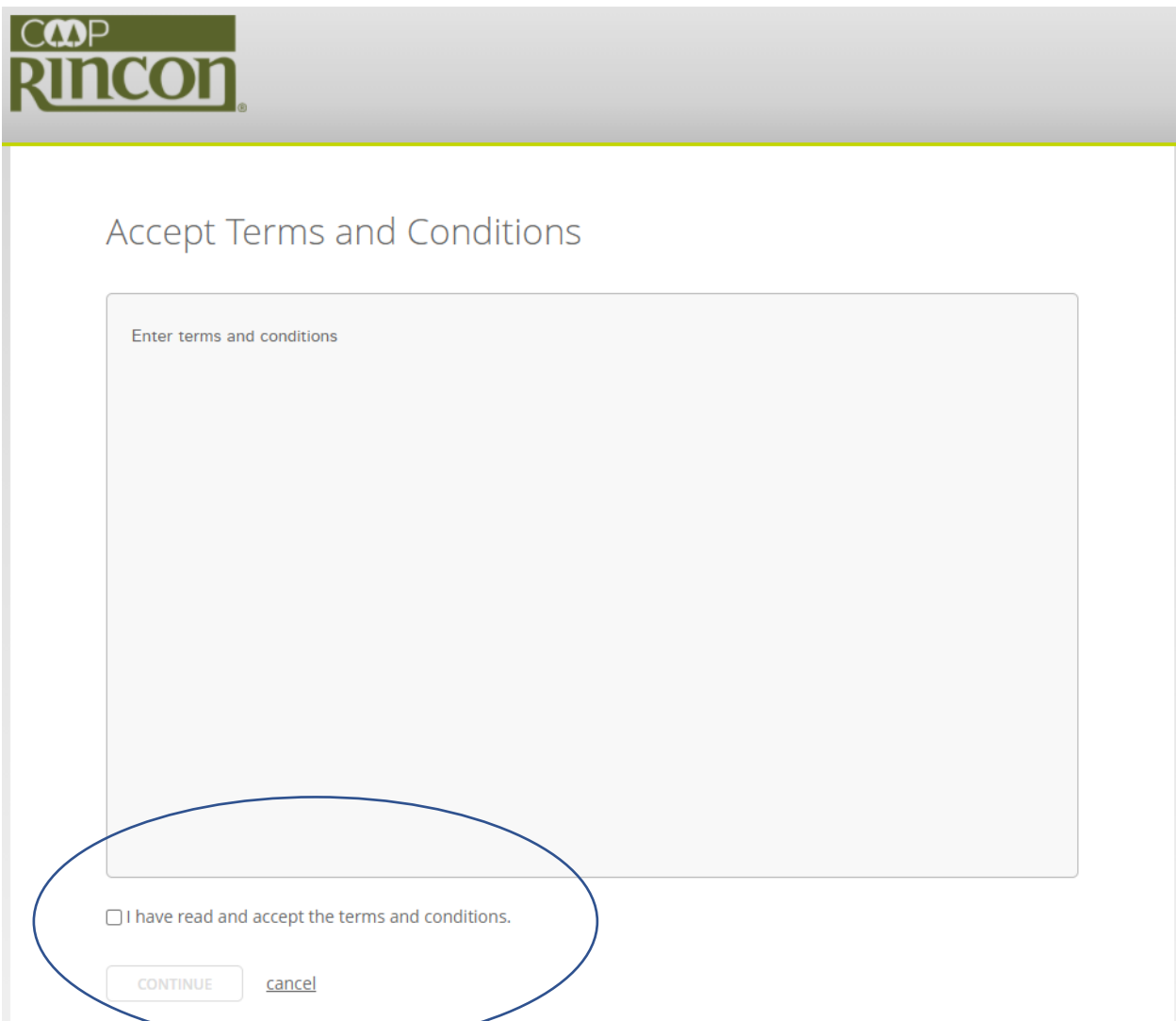
Email Address:

I am not a robot.

[cancel](#)

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.



COP Rincon

Accept Terms and Conditions

Enter terms and conditions

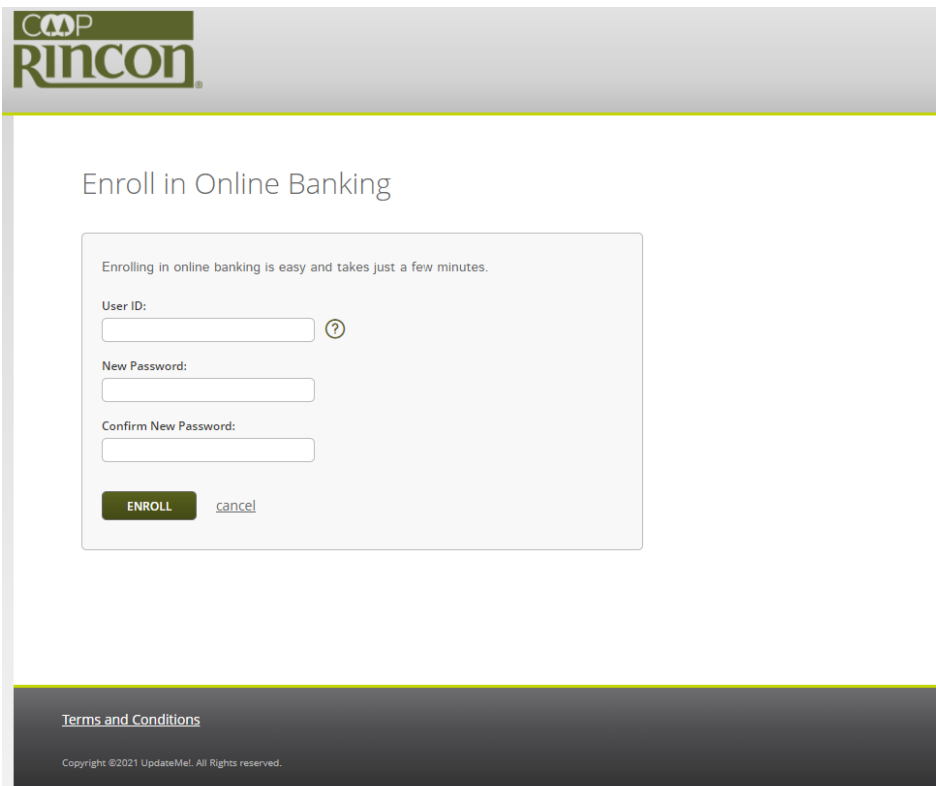
I have read and accept the terms and conditions.

[cancel](#)

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



The screenshot shows the Rincon online banking enrollment interface. At the top left is the Rincon logo, which includes the letters 'CAMP' above the word 'Rincon'. The main heading is 'Enroll in Online Banking'. Below this is a light gray box containing the text 'Enrolling in online banking is easy and takes just a few minutes.' followed by three input fields: 'User ID:' with a question mark icon, 'New Password:', and 'Confirm New Password:'. At the bottom of the box are two buttons: a dark green 'ENROLL' button and a light gray 'cancel' button. At the bottom of the page, there is a dark gray footer with the text 'Terms and Conditions' and 'Copyright ©2021 UpdateMe!. All Rights reserved.'

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"

Cambiar a Español

Log In

✔ You have successfully enrolled. You may log in using your new User ID and Password.

User ID:

[Forgot user ID?](#)

Password:

[Forgot password?](#)

First time user? [Enroll in online banking](#)

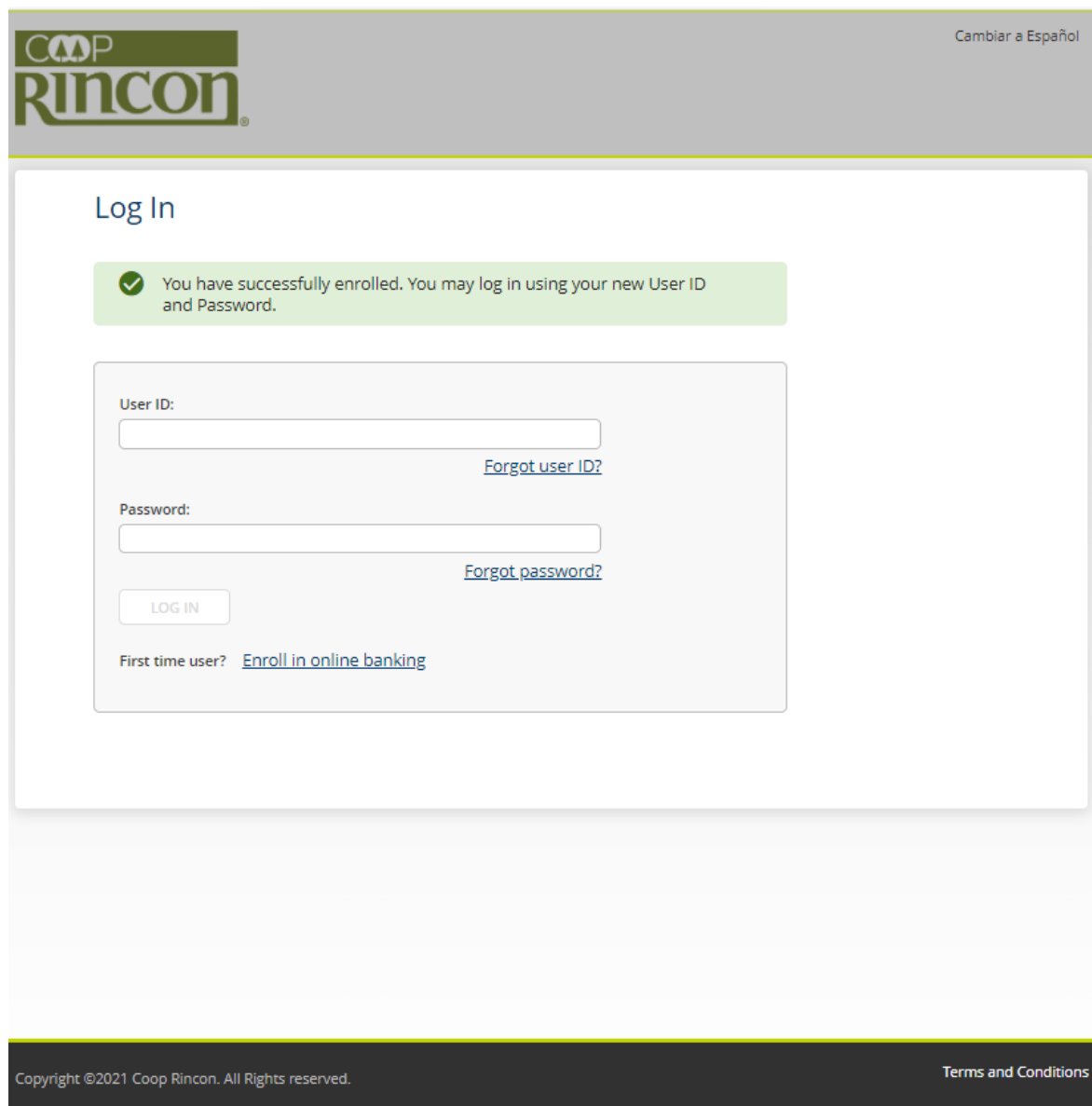
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[Terms and Conditions](#)

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



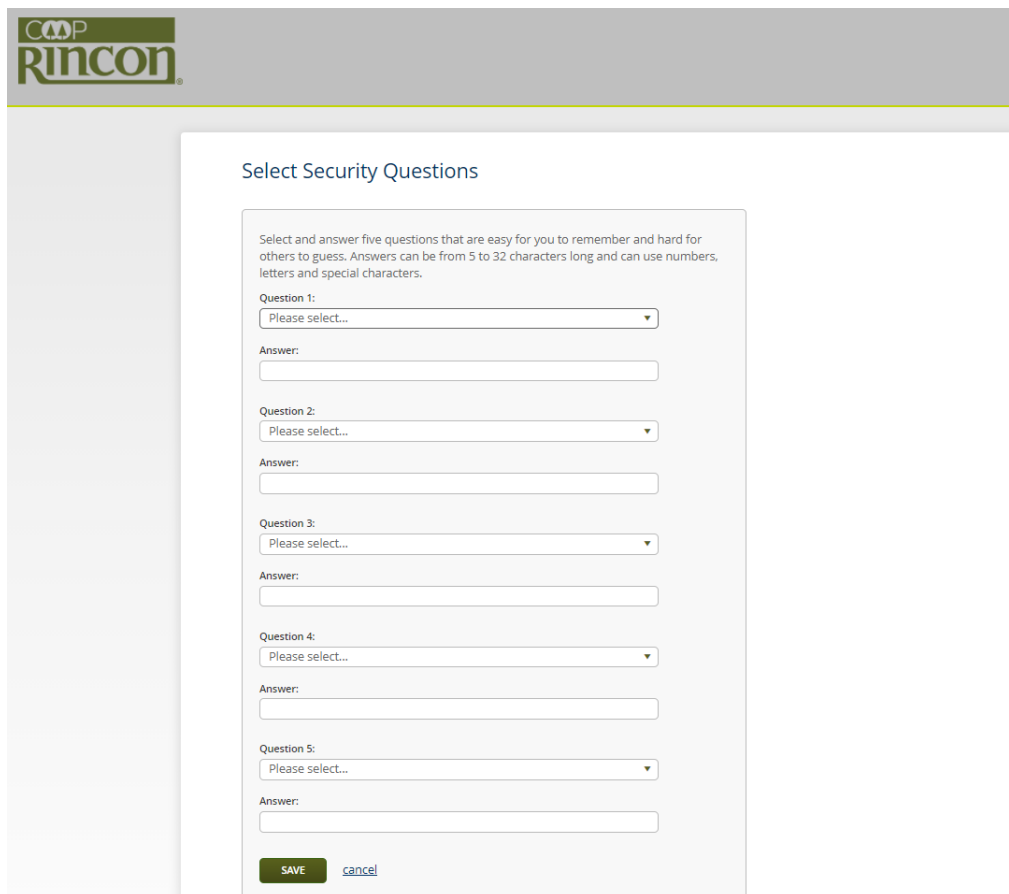
The screenshot shows the login interface for Coop Rincon. At the top left is the logo with 'Coop Rincon' text. At the top right is a link 'Cambiar a Español'. The main heading is 'Log In'. A green message box states: 'You have successfully enrolled. You may log in using your new User ID and Password.' Below this is a form with two input fields: 'User ID:' and 'Password:'. Each field has a corresponding link: 'Forgot user ID?' and 'Forgot password?'. A 'LOG IN' button is positioned below the password field. At the bottom of the form, it says 'First time user? Enroll in online banking'. The footer contains 'Copyright ©2021 Coop Rincon. All Rights reserved.' and 'Terms and Conditions'.

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 important 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 these 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



The screenshot shows a web interface for selecting security questions. At the top left is the logo for COP Rincon. The main heading is "Select Security Questions". Below this is a text box with instructions: "Select and answer five questions that are easy for you to remember and hard for others to guess. Answers can be from 5 to 32 characters long and can use numbers, letters and special characters." There are five question entries, each consisting of a dropdown menu for the question and a text input field for the answer. At the bottom of the form are two buttons: "SAVE" and "cancel".

COP Rincon

Select Security Questions

Select and answer five questions that are easy for you to remember and hard for others to guess. Answers can be from 5 to 32 characters long and can use numbers, letters and special characters.

Question 1:
Please select... ▼

Answer:

Question 2:
Please select... ▼

Answer:

Question 3:
Please select... ▼

Answer:

Question 4:
Please select... ▼

Answer:

Question 5:
Please select... ▼

Answer:

[cancel](#)

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



The screenshot shows the 'Agregar Información de Perfil' (Add Profile Information) screen. At the top left is the CAP Rincon logo. The main heading is 'Agregar Información de Perfil'. Below this, a text box explains: 'Esta información de perfil se utiliza para alertas de seguridad y verificación de identidad.' (This profile information is used for security alerts and identity verification). Underneath, the label 'Teléfono Diurno:' (Daytime Phone) is followed by a text input field containing the number '888-555-1212'. At the bottom of the form are two buttons: a dark green 'GUARDAR' (Save) button and a grey 'cancelar' (Cancel) button.

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:

acar@cooprincon.com (Alberto Caro)

cmatos@cooprincon.com (Clarissa Matos)

bbonilla@cooprincon.com (Brendalys Bonilla)

amoreno@cooprincon.com (Alexis J Moreno)

