

Initial Login Instructions For Sterling Savings Bank

Visit the Sterling web site at www.sterlingsavingsbank.com.

Go to the “**Personal/Small Business Net Banking**” login box located on the upper left-hand corner.



You will then need to accept the **Terms and Conditions**.

In the **User ID field** please enter your full Social Security or Tax ID Number (TIN).
Do not enter dashes or spaces between the numbers. This will be your temporary User ID.

In the **Password field** -

Personal Online/Bill Pay customers - enter the first two letters of your last name (capitalized) followed by the last four digits of your Social Security.

Small Business/Bill Pay Customers - please enter the first two letters of your full business name (capitalized) followed by the last four digits of your TIN.

Do not enter dashes or spaces between the numbers.
This will be your temporary password.

For security reasons you will be prompted to change your User ID and Password after you have entered this temporary information. When creating your new User ID and Password please make sure your caps lock button is off since your password is case sensitive. Your new password must have between 6 and 14 characters in length, contain 1 letter and cannot contain leading or trailing blank spaces. Your user ID must be between 6 and 14 characters in length and cannot contain leading or trailing blank spaces.

You will also be prompted to select **3 challenge questions** and provide answers. These will be used for future identification as an extra measure for your security. Following this you will enroll in Enhanced Login Security.

Having completed the initial login instructions, you will be able to view account balances and initiate transfers between accounts for both your online banking and bill pay accounts.

If you previously had access to Bill Pay, you also will be able to access your online banking as well as bill pay account information, all from one convenient online location. You will no longer need to use separate logins and User ID/Password to view your online/bill pay account information.



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