

## Online Payment FAQs

- 1. Is there a fee to use the online payment service?**  
There is a \$2.00 convenience fee to use this service.
- 2. Can I pay my mortgage with the online payment service?**  
The only mortgage payment you can make using the service is to your home equity. If you need to make a payment on your mortgage, please log in to online banking.
- 3. I can't complete my registration?**  
Most likely, you did not provide the correct answer, or the correct format of the answer. Example: if MM/DD/YYYY is required and you entered M-D-YYYY this will create an error because of the number of characters in the month and day. Additionally, dashes are used when forward slashes are required.
- 4. What do I do if I forget my user ID?**  
You will need to re-register and choose a new username.
- 5. How do I reset my password? What if I can't remember my password?**  
Click on "Problems Logging In" (on the web tool) and follow the steps to reset the password.
- 6. I am trying to register for the first time and I get a message that says my account is unavailable for 24 hours. How do I resolve this?**  
This error will result if you provide incorrect responses to the validation questions. After 24 hours, you may attempt registration again by providing correct responses. You can call SSSCU to initiate a payment another way if required.
- 7. I can log in, but I cannot make a payment.**  
If you can log in, but cannot make a payment, it means you do not have eligible accounts, or you do not have a payment due on an SSSCU loan.
- 8. Can I use the comment section to send SSSCU a message?**  
SSSCU does not see any comments added in the payment area. The comments are for your personal use and are not visible to anyone else.
- 9. I am a joint account holder. Can I register in my name?**  
Registration is only accepted on the primary member on the account. (No joint account holders may register at this time.)
- 10. I just received my tracking number for my payment. Can I still cancel it?**  
Once you receive the tracking number, the payment cannot be reversed or cancelled.