



# Alpha Presentation Member Digital Help Center

The Capstone Experience

Team MSUFCU

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*From Students...  
...to Professionals*

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Fall 2020

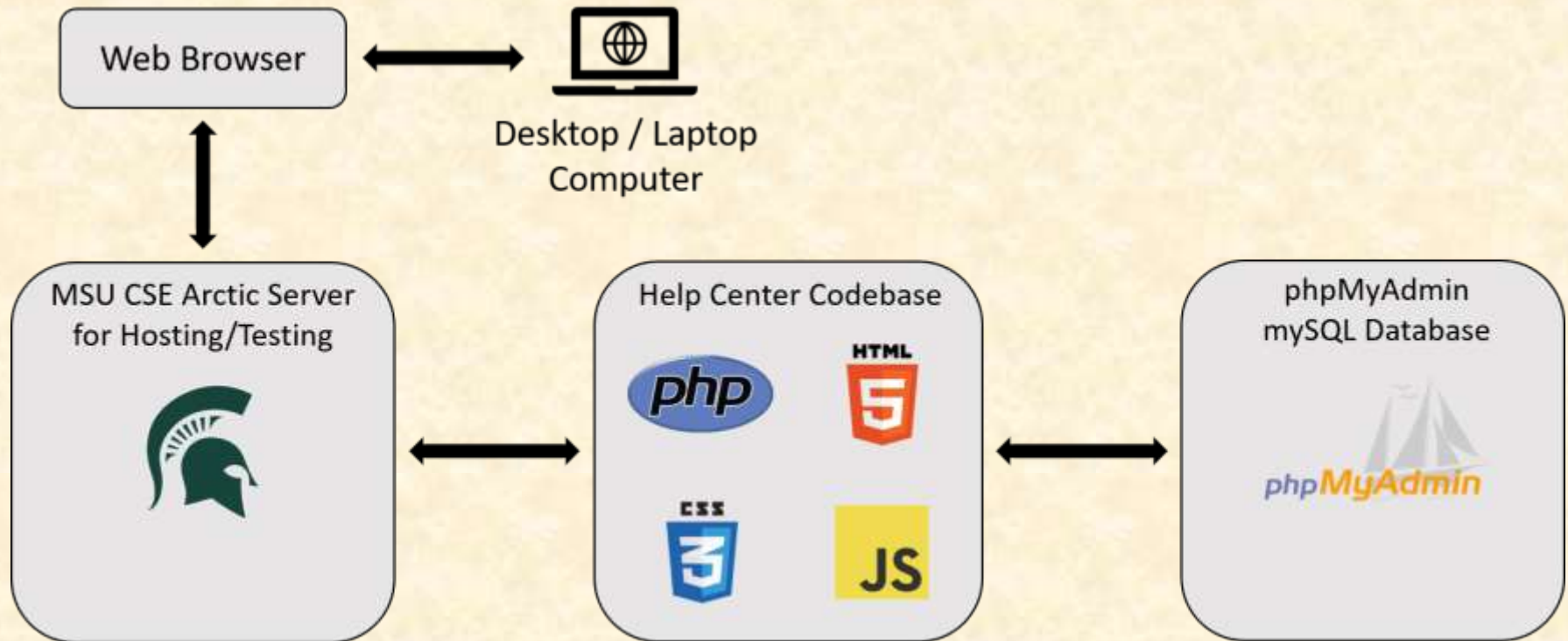
# Project Overview

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- Create an online help center for MSUFCU members
- The help center will serve as a single access point for the various help resources MSUFCU offers
- Improve the search functionality to return more relevant results
- Add ability for users to filter search results



# System Architecture



# Help Center Home

The screenshot shows the MSUFCU Help Center Home page. At the top, there is a navigation bar with the MSUFCU logo, links for Locations, Schedule Appointment, Chat, Ask Fran, Open an Account, and Sign In. Below this is a dark green header with categories: LOANS, ACCOUNTS, SERVICES, BUSINESS, RESOURCES, and RATES. The main content area is white and features the MSUFCU Help Center title, a welcome message, a search bar, and sections for Top FAQs, Calculators, and a footer with contact options.

MSUFCU Help Center

Locations Schedule Appointment Chat Ask Fran Open an Account Sign In

Routing Number: 272479663  
Swift Code: MSUCUS44

LOANS ACCOUNTS SERVICES BUSINESS RESOURCES RATES

Help Center Home  
Browse by Category:  
> General  
> Accounts  
> Loans  
> Visa Cards

## MSUFCU Help Center

Welcome! What can we help you with today?

Search the Help Center Search

### Top FAQs

- How do I check my account history?
- What are the fee's for an account?
- Can I open an account if I'm not 18?
- What is Balance vs. Available Balance?
- Can I use the same username on multiple accounts?
- My card was lost/stolen, what do I do?

### Calculators

Category: Mortgage  
Subcategory: Mortgage Payments  
Go

Need to contact us?

Text Chat Video Chat Ask Fran Call or Visit



# Search Results

The screenshot displays the MSUFCU Search Portal interface. At the top, the MSUFCU logo is on the left, and navigation links for Locations, Schedule Appointment, Chat, Ask Fran, Open an Account, and Sign In are on the right. Below the navigation bar is a dark green header with categories: LOANS, ACCOUNTS, SERVICES, BUSINESS, RESOURCES, and RATES. The main content area shows search results for "resetting password". On the left, a "Help Center Home" sidebar lists categories: General, Accounts, Loans, and Visa Cards. The search results section includes a search bar with "resetting password" entered, a "Search" button, and dropdown menus for "Category" and "Type". The results are titled "Results for 'resetting password'" and include a "FAQs" section with links to "How do I reset my password?", "How do I update my password?", "How do I set up access to ComputerLine® and the mobile app?", "How do I check my account balance?", and "Why is my ComputerLine® account locked?". Each link is followed by a brief description of the service. At the bottom, a dark green banner asks "Need to contact us?" and provides four options: Text Chat, Mobile Chat, Ask Fran, and Call or Visit.

Search Portal  
Not secure | webdev.cse.msu.edu/~imjames/msufcu/search.php

MSUFCU MICHIGAN STATE UNIVERSITY FEDERAL CREDIT UNION Building Dreams Together

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LOANS ACCOUNTS SERVICES BUSINESS RESOURCES RATES

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resetting password Search

Category: All Type: All

**Results for "resetting password"**

**FAQs**

**How do I reset my password?**  
To reset your password click Forgot Password in the ComputerLine® sign in box. You will need to provide your username and date of birth. We will send a verification code to the email address or mobile phone (via text or automated voice message) associated with your account. Once you have entered the verification code, you will be able to update your password. You can also request a password reset by [contacting us](#) by phone or through Live Chat.

**How do I update my password?**  
To update your password, log in to ComputerLine® and select the My Profile icon, then choose Security Settings followed by the Passwords tab. Alternatively you can use the Forgot Password link at the top of our website or Mobile app to reset your password. If you're still unable to log in, you can [contact us](#) or stop in to any branch location for assistance.

**How do I set up access to ComputerLine® and the mobile app?**  
You will need your MSUFCU username (or base account number if you have not yet set up a username) and a temporary ComputerLine® password to sign in. When you open your account, your temporary password is automatically mailed to you. If you do not have it, or don't remember your password, please [contact us](#).

**How do I check my account balance?**  
Log in to ComputerLine® or the MSUFCU Mobile app and click the name of the share for which you wish to view the transaction history. If you need assistance creating a username and password, please [contact us](#).

**Why is my ComputerLine® account locked?**  
Your account will be frozen after five unsuccessful attempts to log in to ComputerLine®, the MSUFCU Mobile app, or MoneyLine with an incorrect password. If you receive this message, [contact us](#) for assistance, or stop in to any [branch location](#).

[more...](#)

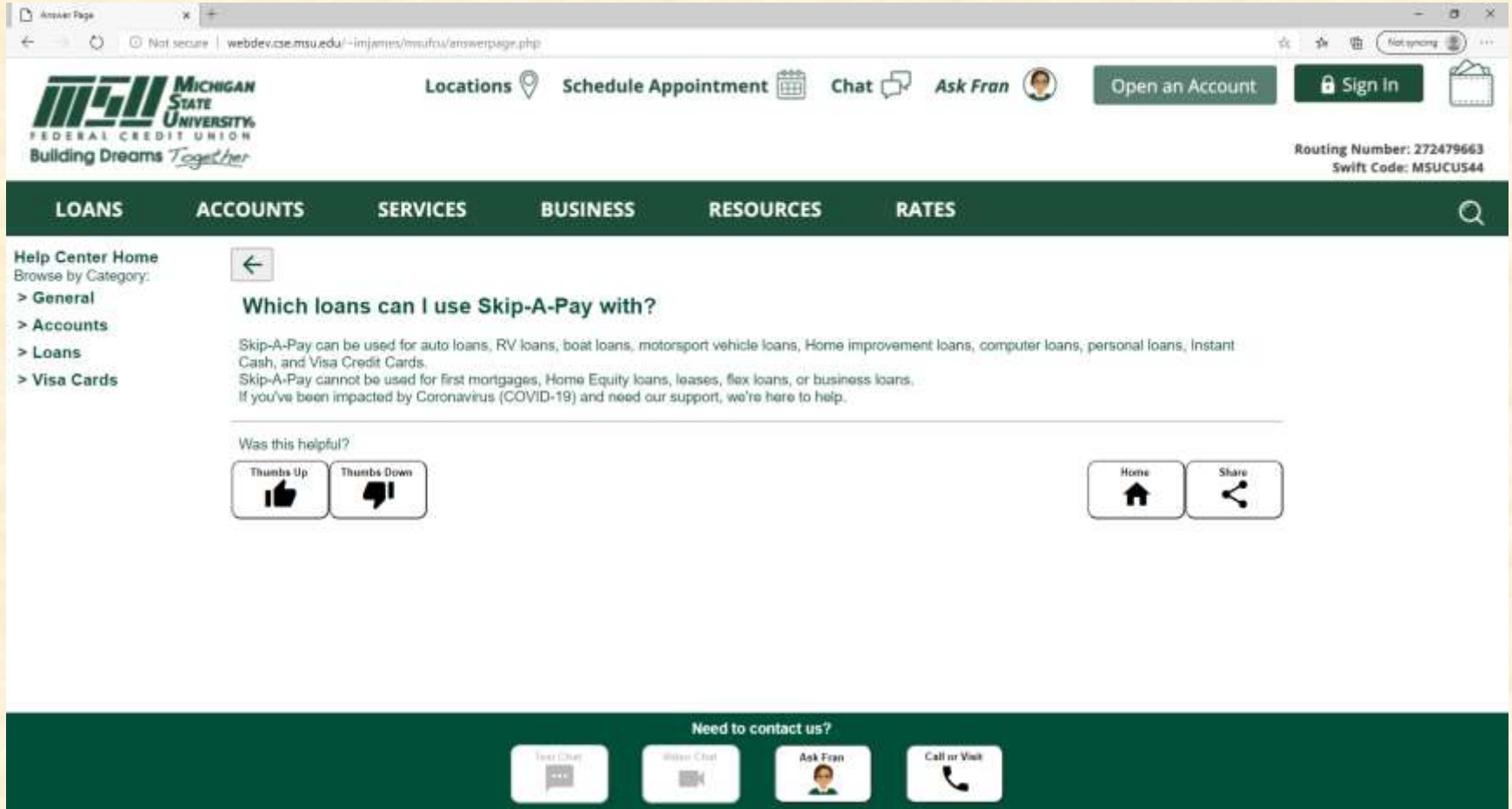
**Need to contact us?**

Text Chat Mobile Chat Ask Fran Call or Visit





# Answer Page



The screenshot shows a web browser window displaying the MSUFCU Answer Page. The browser's address bar shows the URL `webdev.cse.msu.edu/~imjames/msufcu/answerpage.php`. The page features the MSUFCU logo with the tagline "Building Dreams Together". Navigation links include "Locations", "Schedule Appointment", "Chat", "Ask Fran", "Open an Account", and "Sign In". A routing number (272479663) and swift code (MSUCUS44) are also displayed. A dark green navigation bar contains links for "LOANS", "ACCOUNTS", "SERVICES", "BUSINESS", "RESOURCES", and "RATES". On the left, a "Help Center Home" sidebar lists categories: "General", "Accounts", "Loans", and "Visa Cards". The main content area is titled "Which loans can I use Skip-A-Pay with?" and explains that Skip-A-Pay can be used for auto, RV, boat, motorsport vehicle, home improvement, computer, personal, and cash/visa credit cards, but not for first mortgages, home equity loans, leases, flex loans, or business loans. It also offers support for those impacted by COVID-19. Below the text are "Thumbs Up" and "Thumbs Down" feedback buttons, along with "Home" and "Share" buttons. A footer section titled "Need to contact us?" provides links for "Text Chat", "Video Chat", "Ask Fran", and "Call or Visit".

Answer Page

Not secure | webdev.cse.msu.edu/~imjames/msufcu/answerpage.php

**MSUFCU** MICHIGAN STATE UNIVERSITY FEDERAL CREDIT UNION Building Dreams Together

Locations Schedule Appointment Chat Ask Fran Open an Account Sign In

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LOANS ACCOUNTS SERVICES BUSINESS RESOURCES RATES

Help Center Home  
Browse by Category:

- > General
- > Accounts
- > Loans
- > Visa Cards

←

### Which loans can I use Skip-A-Pay with?

Skip-A-Pay can be used for auto loans, RV loans, boat loans, motorsport vehicle loans, Home improvement loans, computer loans, personal loans, Instant Cash, and Visa Credit Cards.  
Skip-A-Pay cannot be used for first mortgages, Home Equity loans, leases, flex loans, or business loans.  
If you've been impacted by Coronavirus (COVID-19) and need our support, we're here to help.

Was this helpful?

Thumbs Up Thumbs Down

Home Share

Need to contact us?

Text Chat Video Chat Ask Fran Call or Visit



# Answer Page (Video Embedded)

Answer Page

Not secure | webdev.cse.msu.edu/~imjames/msufcu/answerpage.php

Help Center Home  
Browse by Category:

- > General
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- > Visa Cards

←

## What financial payment apps can I use with my MSUFCU cards?

You can use your MSUFCU cards with the following officially supported payment apps:  
Apple Pay, Samsung Pay, Google Pay, Tap to pay with Visa.

Other third party payment apps that connect using an account and routing number may be used as well.

How To with MSUFCU: Tap to Pay

Watch later Share

**MSUFCU** MICHIGAN STATE UNIVERSITY  
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Building Dreams Together

Tap to Pay

Was this helpful?

Thumbs Up Thumbs Down

Home Share

Need to contact us?

Text Chat Video Chat Ask From Call or Visit



# What's left to do?

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- Refining search algorithm
- Integrating more features client wants
- Analyzing user behavior and applying it to interface
- Combining individual features to work
- Refactoring code to handle security issues
- Refining web design





# Questions?

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