

**MICHIGAN STATE**  

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**UNIVERSITY**

# Alpha Presentation

## Member Digital Help Center

The Capstone Experience

Team MSUFCU

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

Department of Computer Science and Engineering  
Michigan State University  
Fall 2020

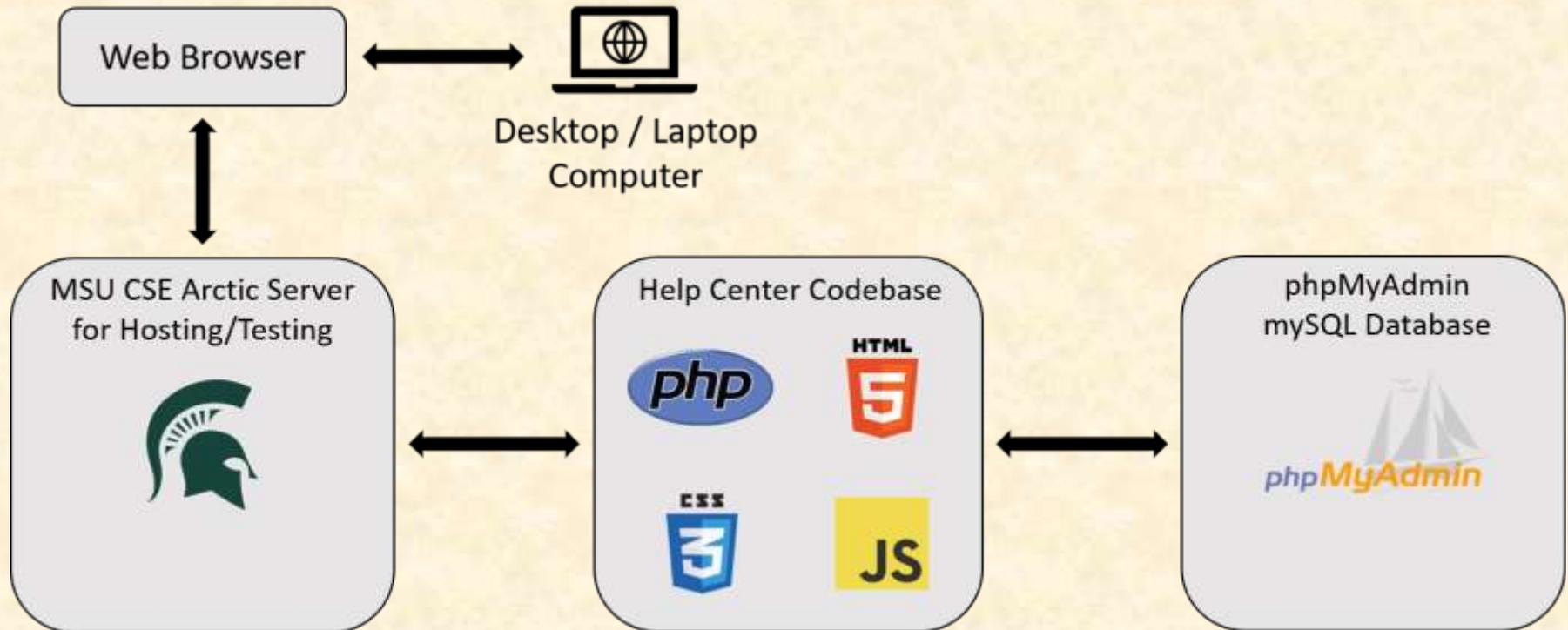
# Project Overview

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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 on the left and several utility links: Locations, Schedule Appointment, Chat, Ask Fran, Open an Account, and Sign In. Below the navigation bar is a dark green header with menu items: LOANS, ACCOUNTS, SERVICES, BUSINESS, RESOURCES, and RATES. The main content area features a search bar and a 'Search' button. Below the search bar, there are sections for 'Top FAQs' and 'Calculators'. The 'Top FAQs' section lists several common questions, and the 'Calculators' section includes a dropdown menu for 'Category' (set to 'Mortgage') and a dropdown for 'Subcategory' (set to 'Mortgage Payments'). At the bottom of the page, there is a dark green footer with the text 'Need to contact us?' and four buttons: Text Chat, Video Chat, Ask Fran, and Call or Visit.

MSUFCU 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

### 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:

Subcategory:

Need to contact us?

- 
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# Search Results

The screenshot shows a web browser window displaying the search results for "resetting password" on the MSUFCU website. The browser's address bar shows the URL "webdev.cse.msu.edu/~imjames/msufcu/search.php". The website header includes the MSUFCU logo, navigation links for "Locations", "Schedule Appointment", "Chat", and "Ask Fran", and buttons for "Open an Account" and "Sign In". The main navigation menu lists "LOANS", "ACCOUNTS", "SERVICES", "BUSINESS", "RESOURCES", and "RATES". The search results section is titled "Results for 'resetting password'" and includes a search bar with the text "resetting password" and a "Search" button. Below the search bar, there are dropdown menus for "Category: All" and "Type: All". The results are organized into a "Help Center Home" section with a "Browse by Category:" list containing "General", "Accounts", "Loans", and "Visa Cards". The main content area lists several FAQs: "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 FAQ includes a brief description and a link to "contact us" for further assistance. At the bottom of the page, there is a "Need to contact us?" section with four buttons: "Text Chat", "Web Chat", "Ask Fran", and "Call or Visit".

Search Portal

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

Locations Schedule Appointment Chat Ask Fran Open an Account Sign In

MICHIGAN STATE UNIVERSITY FEDERAL CREDIT UNION Building Dreams Together

Routing Number: 272479663 Swift Code: MSUCUS44

LOANS ACCOUNTS SERVICES BUSINESS RESOURCES RATES

Help Center Home

Browse by Category:

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

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 Web 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 header includes the MSUFCU logo with the tagline "Building Dreams Together" and navigation links for "Locations", "Schedule Appointment", "Chat", and "Ask Fran". There are also buttons for "Open an Account" and "Sign In". The routing number is 272479663 and the Swift Code is MSUCUS44. A dark green navigation bar contains the following menu items: LOANS, ACCOUNTS, SERVICES, BUSINESS, RESOURCES, and RATES. The main content area is titled "Which loans can I use Skip-A-Pay with?". The text explains that 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. It also states that Skip-A-Pay cannot be used for first mortgages, Home Equity loans, leases, flex loans, or business loans. A feedback section asks "Was this helpful?" and includes "Thumbs Up" and "Thumbs Down" buttons. There are also "Home" and "Share" buttons. At the bottom, a dark green bar contains the text "Need to contact us?" and four buttons: "Text Chat", "Web Chat", "Ask Fran", and "Call or Visit".

Answer Page

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

Locations Schedule Appointment Chat Ask Fran Open an Account Sign In

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

Routing Number: 272479663  
Swift Code: MSUCUS44

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 Web 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
- > Accounts
- > Loans
- > 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 VIDEO

**MICHIGAN STATE UNIVERSITY**  
FEDERAL CREDIT UNION  
*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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