

Star System Menu Maps

Welcome to the new Sharefax Credit Union STAR System

All transactions can also be performed at www.sharefax.org

For \$1.23, enter 123. For \$12.00 enter 1200.
Please enter all dollar amounts including cents, with no decimal.

For English press 1, for Spanish press 2.

Enter your Member Number followed by the # sign

Enter your access code followed by the # sign

Your PIN number is now called your access code and can now be up to 8 digits



Touchpad Version Tips:
* Return to Previous Menu
9 Repeat Last Response

Touchpad Version

1 For a savings to checking transfer

2 Account and Loan Inquiry

1. Account Balance Inquiry

1. For Your Savings Account
2. For Your Checking Account
3. For Your Other Account Balance

2. Account History

1. For a List of All Activity
2. For a List of Deposits
3. For a List of Withdrawals
4. For Dividends Earned Year to Date

3. Cleared Checks

1. For a List of Checks on your Checking Account
2. For a Specific Check on your Checking Account

3. For Selected Account Options (for addl checking accounts)
4. Loan Inquiries
 1. For Balance and payment Amount Your Line of Credit Loan
 2. For Balance and payment Amount on Other Loans
 3. For Loan interest paid Year to Date
5. to use the speech option

3 Payments, Transfers, and Withdrawals

1. For Loan Payments
 1. Loan Payment from your Savings Account
 2. For Loan Payment from Your Checking Account
 3. Loan Payment from another Account
 4. Loan Payment from a Loan Advance
2. For Transfers
 1. Savings to Checking Transfer
 2. Checking to Savings Transfer
 3. Loan to Checking Transfer
 4. Loan to Savings Transfer
 5. To Select Accounts for Transfer
 6. To Select Loan and Account for Transfer
3. For Cross Member Transfer
 1. To transfer from your membership
 1. Acct to Acct xfr
 2. Loan to Acct xfr
 3. Acct to Loan payment
 4. Loan to Loan payment
4. For Check Withdrawals
 1. Check Withdrawal from your Savings Account to be Mailed
 2. Check Withdrawal from a Specified Account to be Mailed
5. To use the speech option

4 Other Activities

1. Go to diff membership

2. Change Access Code (PIN)
3. Stop Payments
 1. Single Stop Payment
 2. Stop Payment Range
 3. Stop Payment by Amount
4. Report a Lost or Stolen Card
 1.
 1. Report a lost stolen CC - then transfers
 2. Report a Lost Stolen ATM Debit card
 2. Rpt cards as Lost
 1. Rpt Debit cards only
 1. to order a replacement card
 2. continue w/o replacing card
 3. Rpt cards as Stolen
 1. Rpt Debit cards only
 1. to order a replacement card
 2. continue w/o replacing card
5. To use the speech option

5 To use the speech option

Voice/Speech Version

Voice/Speech Version Tips:	
Repeat (repeat last thing said)	
Previous (menu)	
Disconnect (from the call)	
Voice Mode Menu	
Savings to Checking (transfer)	
Account (& loan inquiries)	
Balance (current balance)	
Savings	
Checking	
Another	
History (transaction history)	
Activities	
Deposits	

	Withdrawals
	Dividends
	Checks (checks cleared)
	Checks (list checks on checking account)
	Specific (specific draft on sharedraft account)
	Selected (selected acct options)
	Loans
	Line of Credit (balance and payment amt)
	Loan (balance and payment amt on other loan)
	Interest (loan interest paid year to date)
	Transactions (financial transactions)
	Payment
	Transfer
	Cross
	Withdrawal
	Activities
	Membership (access different membership)
	PIN (change pin)
	Stop (stop payment)
	Range (of checks)
	Specific (check)
	Amount (stop by amount)
	Lost (lost / stolen card)
	Credit Card
	Lost
	Stolen

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