Members Web Portal

User Manual

This document is to assist you to navigate through the portal and access various services online. This will in the long-run enable you to perform activities that previously required you to physically visit the SACCO offices to be offered those services

Before a you can access the online services, you should first activate your account.

This is followed by confirming an email which was sent to the your email account at the SACCO. Upon clicking an activation link in the email, you will be prompted to enter your secret password.

After the password has been validated, an OTP (One time Password) will be sent to your email and also an sms will be sent to your mobile phone which is registered at the SACCO. Once you verify this secret OTP, you can then proceed to login and access the online services.

To avoid the long process of activating your account, ensure that the SACCO has your valid email address. You will then click on a button to login via your gmail account. Gmail will do the validation and check your account status in the system for validation. This will then log you into the portal directly.

The services offered via the web portal include but not limited to the following:

- Dashboard
- My Profile (Member Card)
- Dividends Instructions
- Loan Calculator
- Loan Application
- Accept/Reject Guarantor Requests
- View Loans Guaranteed
- View Your Savings
- View Maximum Eligible Amount you can apply for loan
- Member Application
- Loans and Member Applications Approvals (For board members and staff only to approve or reject the applications)
- Reports
 - My Accounts
 - My Loans Summary
 - My Loans Details
 - My Loans Guarantors
 - Loans Guaranteed
 - Dividend Statement
- Chat with SACCO staff
- View a map of the SACCO (Powered by google maps)

For any assistance, please contact the SACCO for further help.

The next section contains screenshots of the various services

Login Page:

From this page, a member can activate their account, reset their password or login and access the various functions.

A member can login using their member number and password which they had set during account activation.

They can also login via their google (G-mail) account. Using this login method requires that the member contacts the SACCO to have their G-mail account captured at the SACCO. The portal will open the G-mail page for the user to prove their authenticity by login to their respective G-mail account. Once G-mail authenticates the user, the user is automatically logged into the online SACCO members' portal.

An email is automatically sent to the user's email to alert them of someone having accessed their portal account. This is a security feature to enable the member know if someone has used their password to access their account. If it was not the member who logged in, then it is strongly advised for the member to change their password to a strong password and not share it with anyone.

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Upon activating their account, an email will be sent to their email with an activation link.



A sample activation email is displayed below:



After clicking the email, you will be prompted to setup your private password:





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