

## **MEMBER PORTAL FREQUENTLY ASKED QUESTIONS (FAQ's)**

### **Portal Login**

#### **How do I log in to the member portal?**

A link to input your Username and set your Password was emailed to you (check your office and personal email). If you didn't receive the E-mail with the link please contact the Sacco through [info@amrefsacco.org](mailto:info@amrefsacco.org) and a link will be sent to you.

*Log in to the portal through: -*

1. Sacco website [www.amrefsacco.org](http://www.amrefsacco.org) on the member login page.
2. Or [CLICK HERE](#) to access the login page

#### **What is my log-in credentials?**

Username is your member Number

Password? You will be required to create your own password; Password should meet the following complexity requirements.

- At least 8 characters—the more characters, the better.
- A mixture of both uppercase and lowercase letters.
- A mixture of letters and numbers.
- Inclusion of at least one special character, e.g. @ # ? ]

#### **What should I do If I get “Invalid token” error upon clicking the link?**

At the member login page, click forgot password. You will receive a link in your E-Mail where you will be required to input your username (Member Number) and create your password.

#### **What should I do if I forget my password?**

Visit our website [www.amrefsacco.org](http://www.amrefsacco.org), on the member login page click forgot password. Enter your username (Member Number) in the Username box provided and click submit. A link will be emailed to you at the email address you provided when you were setup as a user.

#### **How do I reset/change my password?**

Open the member portal, you will be required to sign in to the portal, click on reset password, a reset password page will load where you will be needed to input your member number, new password and confirm the password and then click reset password.

#### **Can I change my account information?**

No, the member portal is read only. If you need any information modified please email the Sacco at [info@amrefsacco.org](mailto:info@amrefsacco.org) with your preferred changes and the changes will be effected in your account

### **How do I access my dashboard?**

You can access your Dashboard by clicking on “Dashboard” in the top left corner of the site's main navigation bar. You must be logged in for this to appear. [CLICK HERE](#) to access the dashboard.

### **What is on my dashboard?**

Within your dashboard you have the ability to view Total deposits, share capital, Total outstanding loans, Your Status, Saving accounts (Junior savings, property savings and holiday savings) and general information (Member Number, ID Number, Date of Birth, E-Mail and Phone Number).

### **How do I access my statements?**

You can access your statements by clicking on “Statement” in the portal navigation bar. You must be logged in for this to appear. [CLICK HERE](#) to access the statements.

### **What is on my statements?**

Within your statements you have the ability to view and download Member statement, Loan register, Loans statement, Saving account statements, your guarantors and loans you’ve guaranteed.

### **How do I access my Loan summary?**

You can access your statements by clicking on “Statement” in the portal navigation bar. You must be logged in for this to appear.

### **What is on my loan summary**

Within your loan summary you have the ability to view Active loans, cleared loans, Loan status, Loan eligibility and Guaranteed loans.

### **How do I access my loan calculator?**

You can access your loan calculator by clicking on calculator in the portal navigation bar. You must be logged in to access the calculator. [CLICK HERE](#) to access loan calculator.

### **What is on my loan calculator.**

Within the loan calculator you will be able to calculate how much loan you qualify basing on your total deposits and the loan type. You can also compute and generate your loan repayment schedule.

**How do I view my Dividend/Interest on deposits statement?**

You can access your dividend/interest on deposits statements by clicking “dividend” in the portal navigation bar. You must be logged in for this to appear. [CLICK HERE](#) to access dividends

**What can I do in customer care?**

Within the customer care tab, you will be able to give feedback or comment and your feedback/ comment will be sent to the relevant department.

**How do I access and download the Sacco documents in the portal?**

Navigate to “Sacco documents” in the menu and click on Sacco documents. Within the Sacco documents tab, you will be able to view and download all the Sacco Documents.