



LSK SACCO LTD

A. LSK SACCO MEMBER SELF CARE WEB PORTAL ACCESS GUIDELINES

VERY IMPORTANT to note:

For a member to successfully **activate** his or her web-portal account, the Sacco Navison system **MUST HAVE** the following

1. The member' **correct National ID. No.**, and
2. A working **e-mail address** which the member is able to access.

If either of them is not in the positive, on attempting to activate, you will receive messages informing you how to address the matter.

It is only after you have received communication from the Sacco that the issue has been addressed that you may attempt to activate the account again.

3. **Kindly do not make several unnecessary attempts to activate your account. This may cumulatively generate too much traffic and could lead to the system crashing. If the process turns out unresponsive or extremely slow, kindly suspend the activate and try again much later on.**
4. Kindly but strictly, follow the instructions especially that which pop-up in the process of activation.
5. **The activation roll-out will be phased out so that this message reaches a limited number of persons on different days to reduce chances of traffic over-flow. Kindly therefore you need not share this message with anyone until 10th March 2018.**

6. Do not share your password with anyone.

B. ACTIVATION

STEP 1: The Portal Link

You can access the portal by opening this link: <https://www.webportal.lksacco.co.ke> using a Smart phone, tablet, laptop or desk-top computer.

STEP 2: The Portal Account Activation

After opening the link a login screen will appear as shown below:



After clicking on 'Activate account', the following log-in screen will appear



Enter your ID No. and Security Code and then click on **submit** as shown above. The following scenarios may arise as listed below:

(a) Correct ID no. & Email address

If the system has your **correct ID No.** and an **incorrect or correct e-mail** address, the User name & password **notification message** will pop-up as shown below;



The screenshot shows the LSK Sacco Society Ltd login page. At the top, there is a blue header with the text "LSK Sacco Society Ltd". Below the header, a notification message is displayed in red text: "Your username and password has been sent to your email address. If you haven't received an email, Kindly send a SCANNED copy of your ID, Email Address and your mobile phone number to support@lsksacco.co.ke. For assistance call your Customer Relationship Officer or +254 715 900 009." To the left of the notification is the LSK Sacco logo, which features a blue house icon with a scale of justice and the letters "Kshs". Below the notification is a login form with the following fields: "ID No:" with an empty input box, "Security Code:" with a CAPTCHA image showing "X6K8E" and a "Submit" button. At the bottom of the form, there is a link that says "<<< Back to Login". A red arrow points from a box on the left to the notification message.

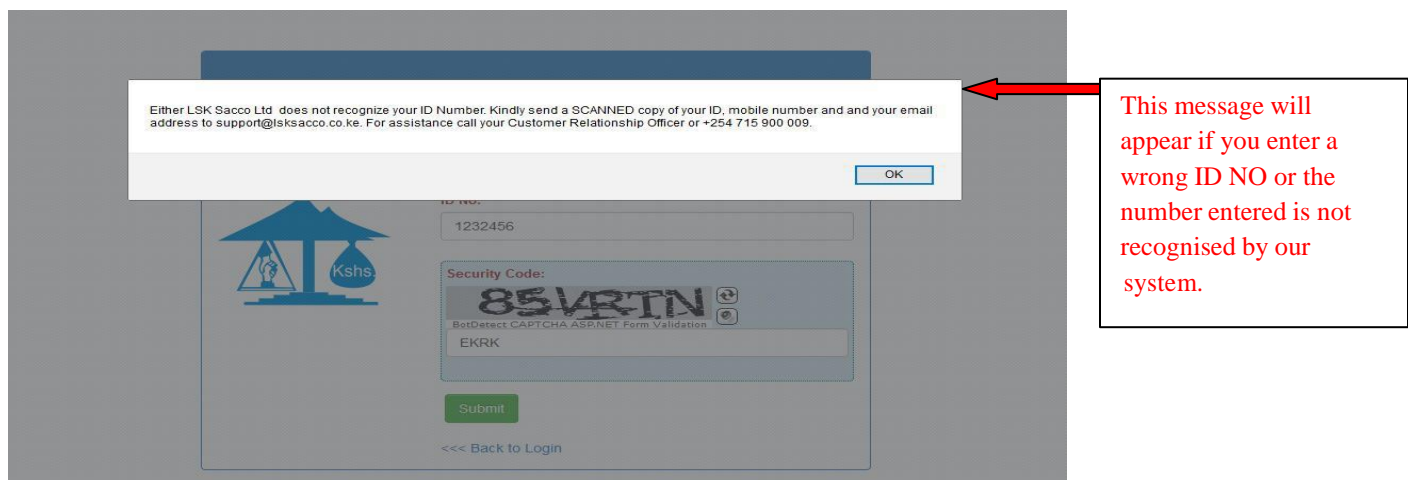
Username and Password notification message

The displayed message is:

1. "Your username and password have been sent to your email address. If you haven't received an email, Kindly send SCANNED a copy of your ID, E-mail address ad your mobile phone to support@lsksacco.co.ke. For further assistance call your Customer Relationship Officer or +254 728 788 092".

You should thereafter receive an e-mail within a few minutes. We request you to be patient in case of any delay. For incorrect e-mail addresses, see (c) below.

(b) Missing or Wrong ID Number notification



The screenshot shows the LSK Sacco Society Ltd login page. A notification message is displayed in a white box with a grey border: "Either LSK Sacco Ltd does not recognize your ID Number. Kindly send a SCANNED copy of your ID, mobile number and and your email address to support@lsksacco.co.ke. For assistance call your Customer Relationship Officer or +254 715 900 009." Below the notification is the LSK Sacco logo and a login form with the following fields: "ID No:" with the value "1232456", "Security Code:" with a CAPTCHA image showing "85VRTN" and a "Submit" button. At the bottom of the form, there is a link that says "<<< Back to Login". A red arrow points from a box on the right to the notification message.

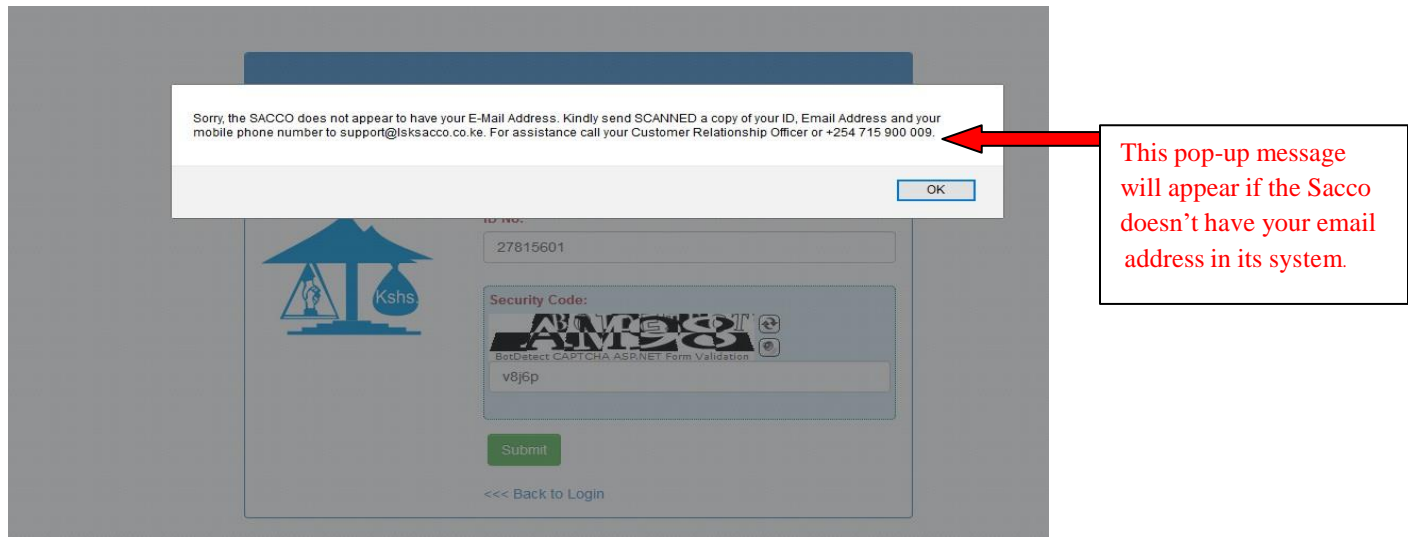
This message will appear if you enter a wrong ID NO or the number entered is not recognised by our system.

2. "Either LSK Sacco does not recognise your ID number or it is not correctly captured. Kindly send a SCANNED copy of your ID, E-

mail address and your mobile phone to support@lksacco.co.ke. For further assistance call your Customer Relationship Officer or +254 728 788 092”

Before acting on the displayed message, kindly confirm that you have entered the correct ID number.

(c) Missing/No e-mail notification



3. “Sorry, the Sacco does not appear to have your e-mail address. Kindly send SCANNED a copy of your ID, E-mail address and your mobile phone to support@lksacco.co.ke. For further assistance call your Customer Relationship Officer or +254 728 788 092”

STEP 3: login

Kindly retrieve the **LAST** e-mail containing your **username** and **password** sent from LSK SACCO from your inbox. If you do not get the e-mail in your inbox, kindly check your spam folder as well.

Go back to the log-in screen as shown below:



Copyright © 2018 | LSK Sacco Society Ltd | For any Queries call +254 728 788 092 |+254715 900 009 or Email: info@lsksacco.co.ke | Powered By Coretec Systems and Solutions

Enter your Username and Password and click **Login** as shown below:

A screen will prompt asking you to **change your PASSWORD** as seen below.

Change Password

Old Password:

.....

New Password:

.....

New Password

.....

Security Code:

UMBCH

BotDetect CAPTCHA ASP.NET Form Validation

Submit

System generated password received in your email

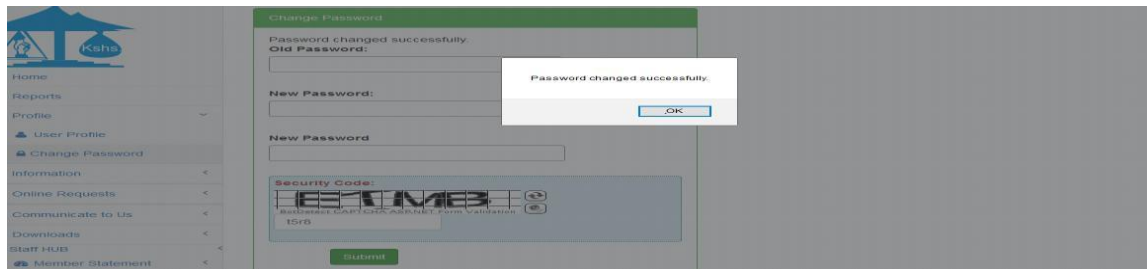
Create your own password

Confirm password created above

Click to generate new code if not clear or

Enter given security code and submit.

You will be prompted that you have successfully changed your password and will be directed to your portal account as shown below.



The portal HOME PAGE will appear as shown below

LSK Sacco Society Ltd

Welcome For any Queries, Call your Customer Relationship Officer on

Account Status: Active

- Current deposits
- Outstanding Loans balances
- Additional loan eligible

Minimum Monthly Contributions

Details will be displayed here

My Customer Relationship Officer

Name & Contacts will be displayed

CLICK to Download / View Member Statements

Member statements

Downloads

- Loans forms
- Membership forms
- AGM & SGM Documents
- Financial Reports
- LSK SACCO Payment Instructions
- Others
- LSK Housing Documents

Latest Transactions

Date	Description	Amount
Summary will be displayed here		

My Outstanding Loans

Loan #	Loan Type	Approved Amnt	Bal	Status
Details will be displayed here				

Latest News

Details will be displayed here

To check other reports

LSK Sacco Society Ltd

Reports

- Member Statement
- Loans Register
- My Loans Guarantors
- Loans I have Guaranteed
- Dividends
- Profile
- Information
- Online Requests
- Communicate to Us
- Downloads

View your other reports here

View your bio data information

C. SELF-CARE PORTAL USAGE TIPS

1. A desktop, laptop and tablet will give you the best interface when using the portal.
2. On a desktop, laptop and tablet, the statement will auto-populate but on a smart phone the statement is likely to download instead. Give the download process ample time to complete; otherwise an attempt to open prematurely may corrupt the download.
3. Check for the downloaded files in the downloads' folder
4. You will need a PDF reader to open the downloaded files.

For assistance call your customer relationship officer or +254 728 788 092 or email support@lsksacco.co.ke