Alpha Presentation
Member Digital Help Center

The Capstone Experience
Team MSUFCU

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Project Overview

• 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

Web Browser

Desktop / Laptop Computer

MSU CSE Arctic Server for Hosting/Testing

Help Center Codebase

phpMyAdmin
mySQL Database

php
HTML
CSS
JavaScript
Help Center Home

MSUFCU Help Center
Welcome! What can we help you with today?

Top FAQs
- How do I check my account history?
- What are the fees 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: Mortgage
- Subcategory: Mortgage Payments

Need to contact us?
- Text Chat
- Video Chat
- Ask Fran
- Call or Visit
Search Results
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.
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.
What’s left to do?

• 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?