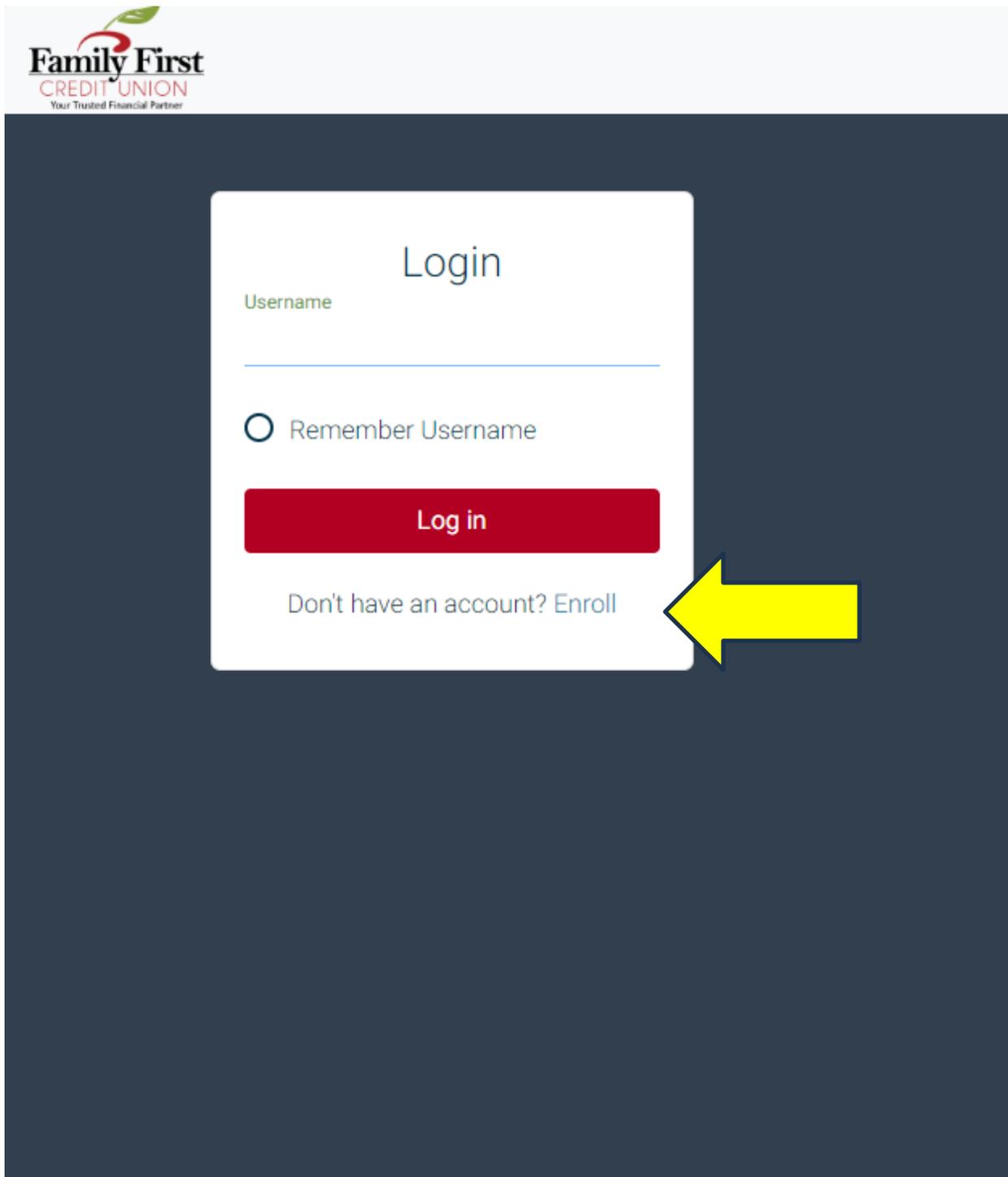# First time enrollment instructions for FFCU Online/Mobile Banking

All users for online and mobile banking, will need to enroll the first time you visit. Once you enroll, whether you enroll via an online browser or the mobile app, you will be able to log into either one with the credentials you set at enrollment. Click on the "ENROLL" link.

For an online browser:

On the mobile app:

Family First
CREDIT UNION

Version: 2.25.0.1

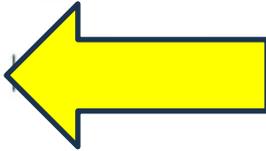Username

Password

◎ Remember Account

Log in

Forgot your Password?

Enable Face ID

Enroll   ocations

Privacy Policy | Online Disclosure

The next screen is the enrollment screen. Please provide the following information so that we may verify your identity. Member Number, E-Mail (This must be the email address the credit union has on file) Social Security Number, Date Of Birth.

All the information that you enter on this screen must match the information that the Credit Union has on file for you. If the information does not match, you will not be able to complete the automated enrollment until the Credit Union has updated your information in their computer system.

You must mark the box acknowledging you agree to the terms set forth in the Online Banking Disclosure.

Sign Up for Home Banking

You must currently be a member of this credit union to sign up for Home Banking, please enter your information below.

Member Number

E-mail

Confirm Email
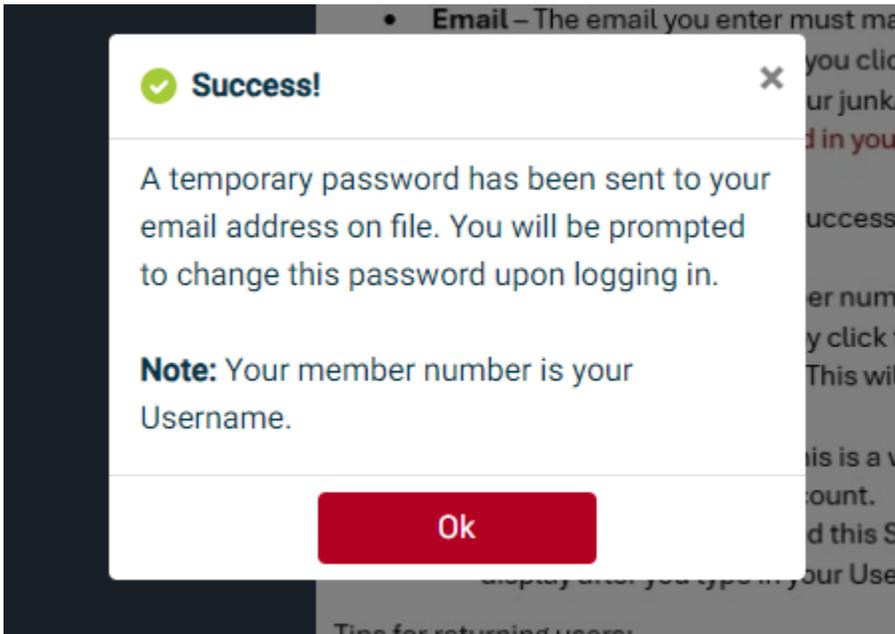
Social Security Number

Date of Birth

📅 02/02/2024

☐ I acknowledge and agree I have read the terms of the **HB Disclosure**

Sign Up   Cancel

Once you have successfully entered your information and acknowledged you have read the Online Banking Disclosure you will receive the following message in the screen that appears below. Once you hit OK

Your temporary password will be emailed to the email address you provided.
You cannot log on until you receive the email containing your temporary password. If you do not receive your temporary password, please check your Junk/Spam folder. If it is not in that folder, please contact the credit union and we will issue a temporary password.

After you Click "OK", you will be taken back to the login page. Enter your member number.

Enter your temporary password. If you are on a browser and using a device you trust, you can click 'Remember Device' so that you will not have to answer a security question at every log in.

You will be prompted to enter a new username, you can't just use your member number you must change it to something else, example member number plus your initials.

You will be prompted to enter your temporary/current password and then you will set your new password. **Your new password must be 11 characters long and contain upper and lower case, at least one number, and a special character.**

Update Password

New Username

Confirm New Username

Current or Temporary Password

New Password

Confirm Password

Update password   Cancel

Online Banking Tips

All members will have to re-enroll by clicking the "Enroll" button

Tips for enrolling (First Time Users):

- **Member Number** – This is your account number, without the suffix
- **Email** – The email you enter must match the one in our system
- **Temporary Password** – After you click the Enroll button a temporary password will be sent via email. Be sure to check your junk/spam folder if you do not see it in your inbox. (If you do not see a temporary password in your inbox or junk/spam folder, please give us a call at (404) 768-4980)
- **Username** – Once you have successfully enrolled, your account number will become your Username
- If you do not want your member number to be your Username, you can change it once enrolled into online banking by click the User Options icon in the upper right corner and then click "Change Login ID". This will change your Username from your member number to your preferred Username.
- **Security Word or Phrase** – This is a word that will periodically show to help you know you are truly logging in to your account.
  - Once you have established this Security Word or Phrase during enrollment, it will display after you type in your Username. It is an added layer of security.

Tips for returning users:

If you click on "Remember Account" you will not need to answer a security question or type in your email each time you log in.

Our mobile app uses the same login credentials as Online Banking

Once you have successfully set your new password, you will be prompted to set the answers to three (3) security questions. You may choose a question from each of the three groups. You will also set your Confidence Word or Phrase. (This will only appear when logging in, you won't need to enter it at any time.)

Security Questions

What is the name of your first pet? >

Where did you meet your spouse for the first time? >

In what year (YYYY) did you graduate from high school? >

Confidence Word

Enroll Now   Cancel

Once you have completed this step, you have completed your enrollment.
Please vist our website and login with your new username and password.

Online and Mobile Banking Instructions

****ALL MEMBERS WILL HAVE TO RE-ENROLL
BY CLICKING THE "ENROLL" BUTTON****

TIPS for enrolling (First Time Users):

- Delete the old FFCUGA Mobile App and Download the new app which is Family First Credit Union of GA from the Apple App Store or Google Play Store.

- Member Number – This is your account number, without the suffix.

- Email – The email you enter must match the one we have in our system.

- Temporary Password – After you click the Enroll button, a temporary password will be sent to your email. Be sure to check your Junk/Spam folder if you do not receive it in your inbox. IF YOU DO NOT SEE A TEMPORARY PASSWORD IN INBOX OR JUNK/SPAM FOLDER, PLEASE GIVE US A CALL AT (404) 768-4980.

- Login ID – You must change your login id, member number will not work but you can use your member number with letters, example member number with your initials.

- Security Word or Phrase – This is a word that will periodically show to help you know it's your account when logging in again.

- Once you have established this Security Word or Phrase during enrollment, it will display after you type in your Login ID. It is an added layer of security.

TIPS for returning users:

- If you click on "Remember Account", you will not need to answer a security question or type in your email address each time you log in.

- Our mobile app uses the same login credentials as Online Banking.