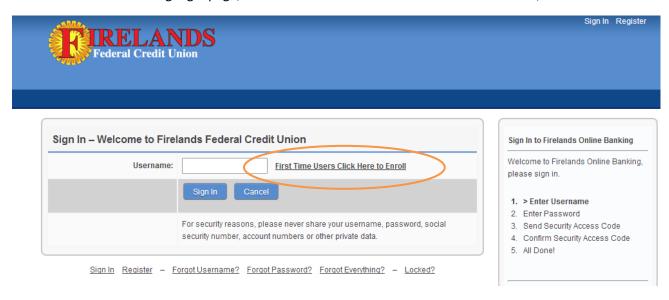
Firelands FCU Fireline Online Banking Enrollment Steps



Listed below are the steps to enroll in the new Online banking system. View Frequently Asked Questions about the new system by clicking on the link on our sign-in page.

On the right side of each screen will show you all of the steps involved for enrollment, and the current step that you are on will be bolded.

On the new Online banking login page, click the **First Time Users Click Here to Enroll** link, circled below.



Step 1:

Enter in the following requested information:

- ✓ Your Firelands FCU member account number
- ✓ The last 4 digits of your Social Security number
- ✓ Your birth date (in the following format: MM/DD/YYYY)
- ✓ The word **YES**.

*** Business Accounts ***

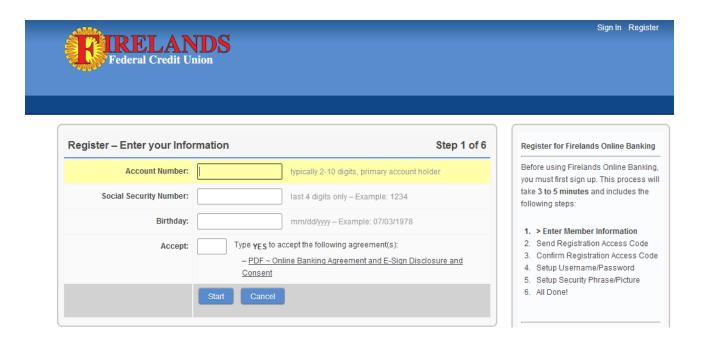
You will use the last 4 digits of the business's Tax ID number in place of the last 4 digits of a Social Security number. You will also use the business's start date (in the following format: MM/DD/YYYY) in place of the birth date.

*** Trust Accounts ***

You will use either the last 4 digits of the Social Security number of the primary person on the trust, or the Tax ID number of the trust – whichever one that you gave to the credit union when the trust account was opened – in place of the last 4 digits of the Social Security number.

*** Minor/Custodial Accounts ***

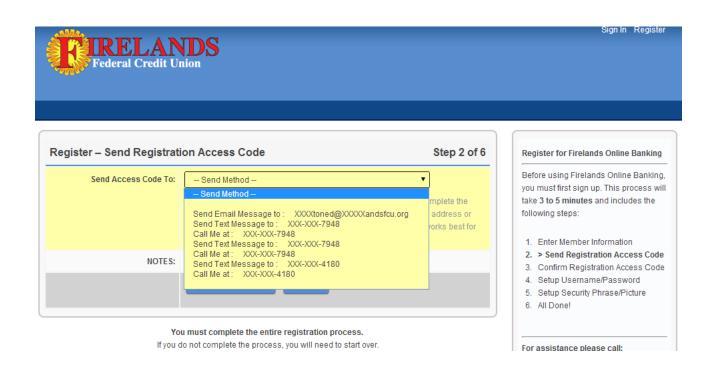
You will use the last 4 digits of the child's Social Security number and the birth date of the child.



Step 2:

Select which delivery method that you want to have the access code to be sent to you – through email, through a text message, or through a phone call, as shown below.

The contact information shown on this page is what we currently have on file for you in our system. You **CANNOT** edit this information during the enrollment process or the login process. If you see incorrect contact information, please contact Firelands FCU to update. Once we update your contact information in our system, this page will show the updated information.



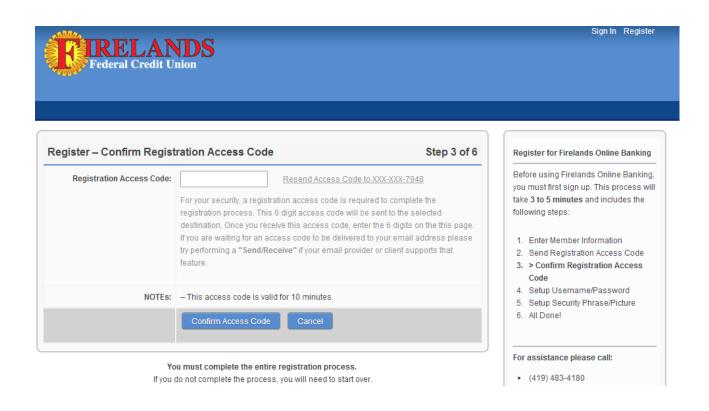
Step 3:

Once you have received your access code, enter it in the field shown below and click the **Confirm Access Code** button.

** NOTE: You have up to 10 minutes to enter in the access code before it expires. If you wait longer than 10 minutes to enter in the code, you will have to start over with enrollment and a new access code will have to be generated and sent to you.

If you selected the email delivery option and you do not get an email within 1-2 minutes, please check any spam filters/folders that you may have on your computer.

If you did not receive your access code – regardless of which delivery method you selected in Step 3 – you can click the **Resend Access Code to** link shown below to have the access code re-sent to you.



Step 4:

Enter in the following requested information:

- ✓ Username
- ✓ Password
- ✓ Email address

Next to both the **Username** and **Password** fields are links to show the requirements needed for your username and password.

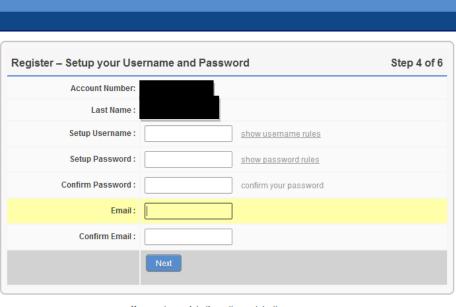
For the username, the requirements are:

- ✓ CANNOT be your Firelands FCU member account number
- ✓ Must be between 6 20 characters in length
- ✓ Must start with a letter
- ✓ Must contain **only** letters and numbers no special characters (i.e. @, #, *, etc.)

For the password, the requirements are:

Federal Credit Union

- ✓ Must not be the same as your username
- ✓ Must be between 8 20 characters in length
- ✓ Must contain at least one number
- ✓ Must contain **only** letters, numbers, and these special characters: ~!@#\$%^&?*.+=



You must complete the entire registration process.

If you do not complete the process, you will need to start over.

Register for Firelands Online Banking Before using Firelands Online Banking, you must first sign up. This process will take 3 to 5 minutes and includes the following steps: 1. Enter Member Information 2. Send Registration Access Code 3. Confirm Registration Access Code 4. > Setup Username/Password 5. Setup Security Phrase/Picture 6. All Done!

Sign In Register

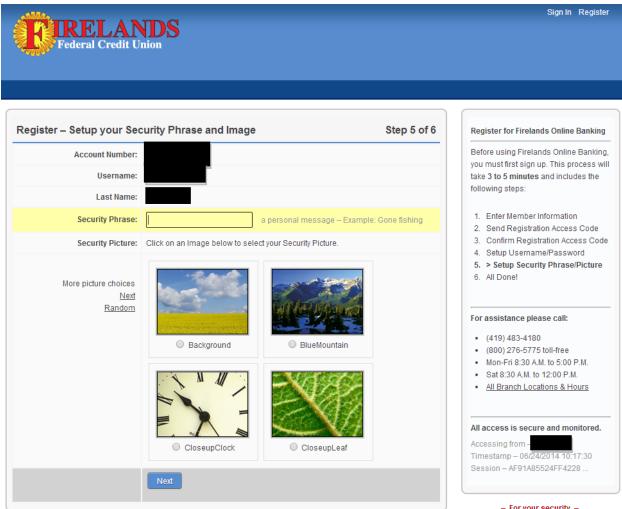
For assistance please call:

- (419) 483-4180
- (800) 276-5775 toll-free
- Mon-Fri 8:30 A.M. to 5:00 P.M.
- Sat 8:30 A.M. to 12:00 P.M.
- . All Branch Locations & Hours

Step 5:

Enter in a security phrase and select a picture from the list of available images.

For the security phrase, please do **NOT** put anything personal (i.e. account number, Social Security number, etc.) in for this phrase as it will be displayed during the login process to the new online banking system.



You must complete the entire registration process. If you do not complete the process, you will need to start over.

- For your security - this session is being monitored

Step 6:

At this point, your account enrollment is being finalized for use in the new online banking system. This particular step can take up to 5 minutes to complete so we please ask for your patience during this step.

