

YOUR DIGITAL BAKING GUIDE

YOUR EXPERIENCE STARTS HERE

**HOW TO LOG IN
TO DIGITAL BANKING**



HOW TO LOG IN

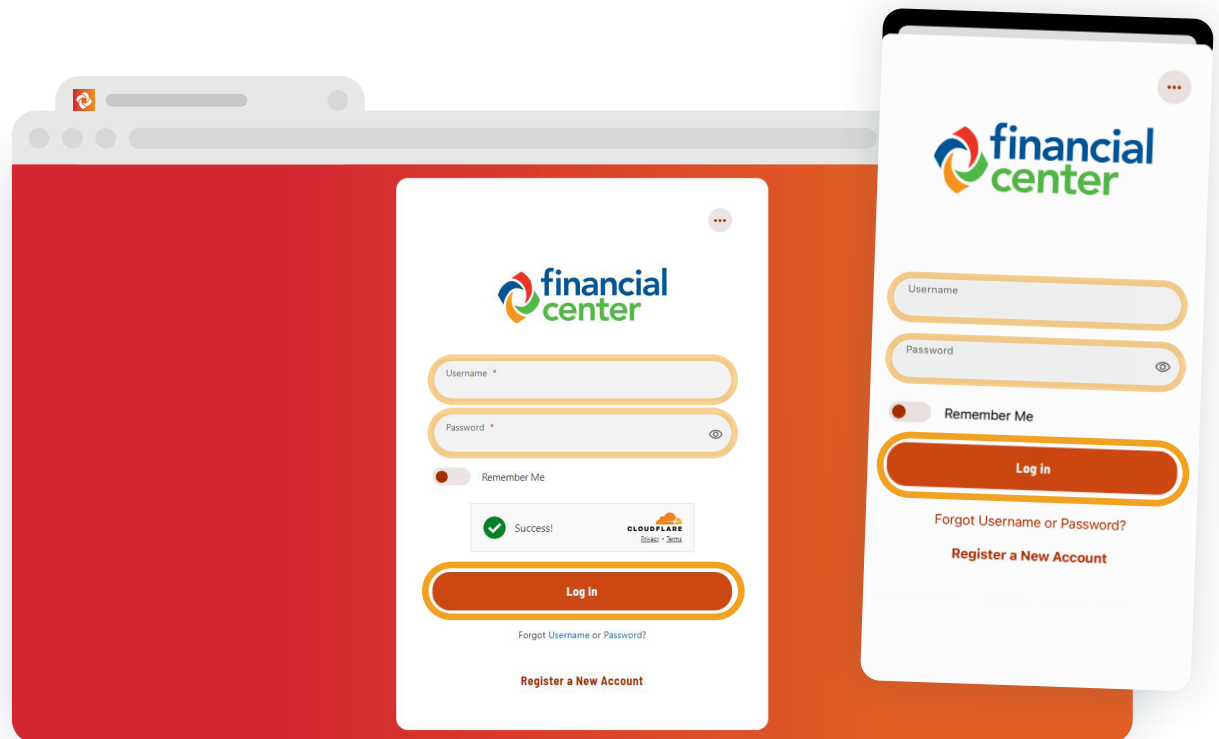
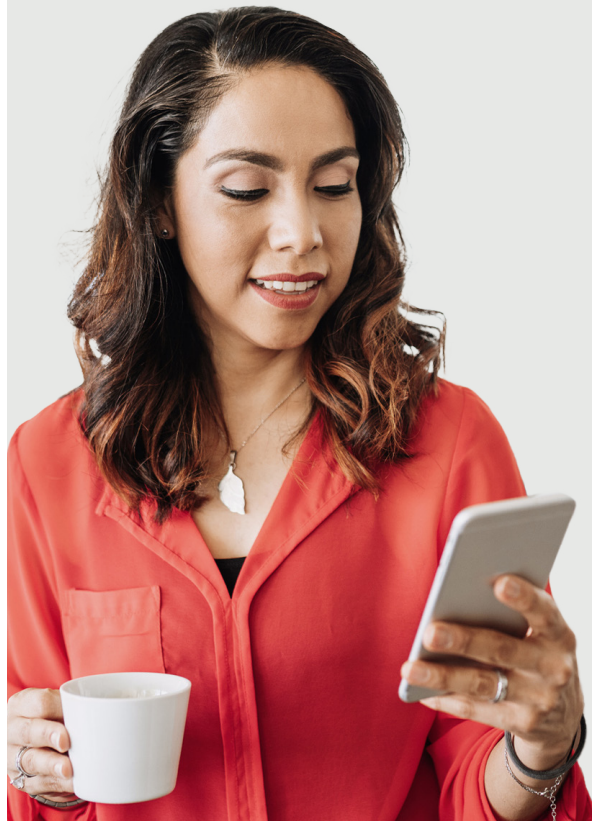
ARE YOU A CURRENT DIGITAL BANKING USER?

If yes, use the following instructions on pages 2–3.

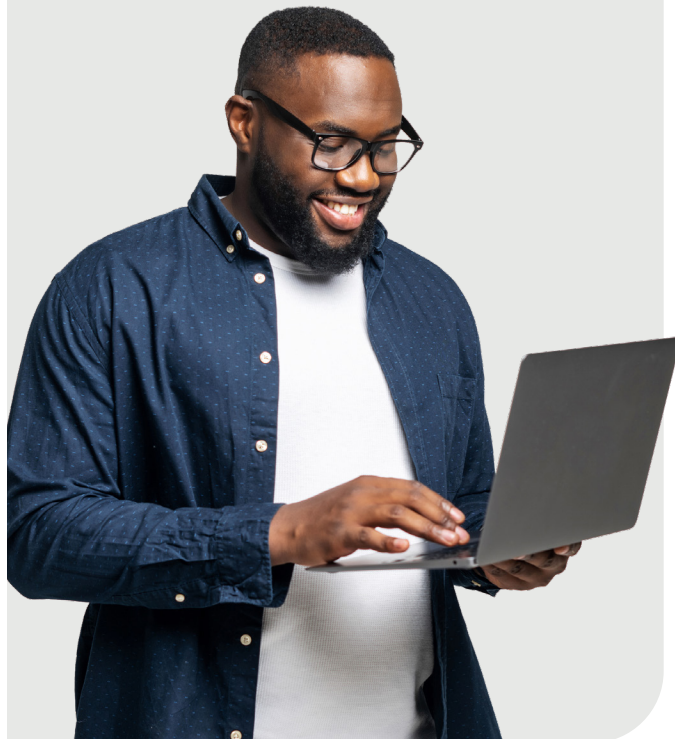
If not, please skip to page 4.

STEP 1: ENTER YOUR USERNAME AND PASSWORD.

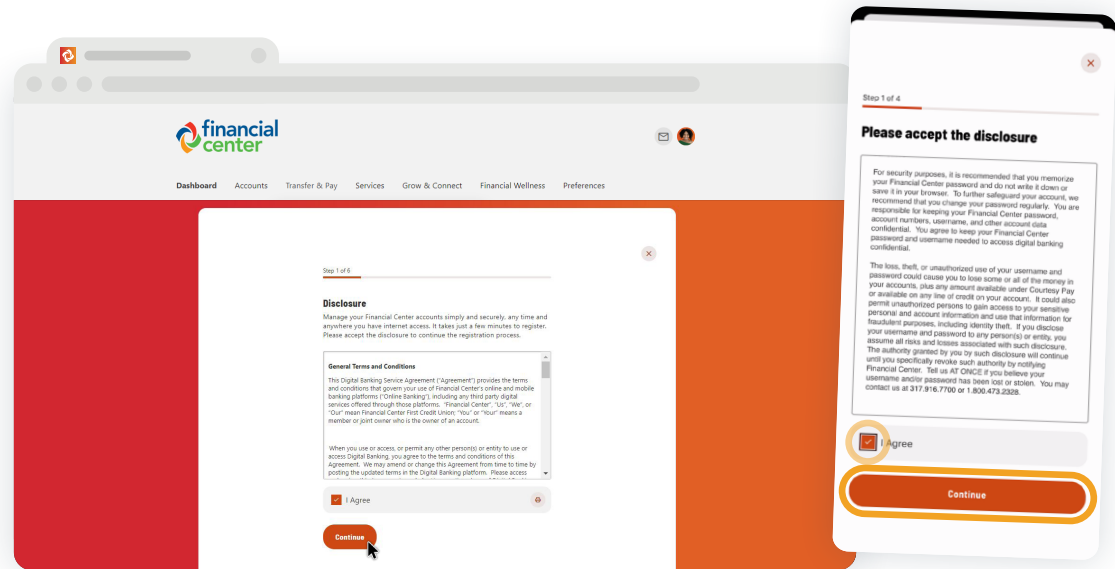
- Launch your Digital Banking platform through the browser or your Mobile App.
- Enter your username and password as normal – click **Login**.



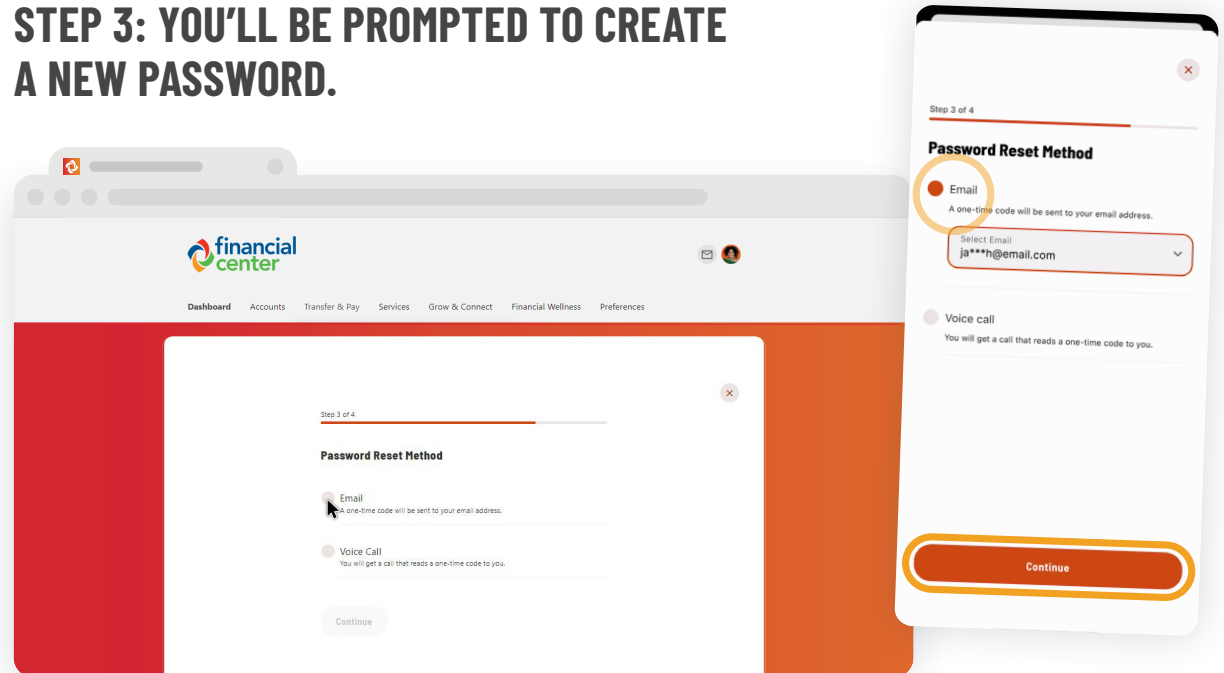
HOW TO LOG IN



STEP 2: ACCEPT DISCLOSURES.



STEP 3: YOU'LL BE PROMPTED TO CREATE A NEW PASSWORD.



HOW TO LOG IN

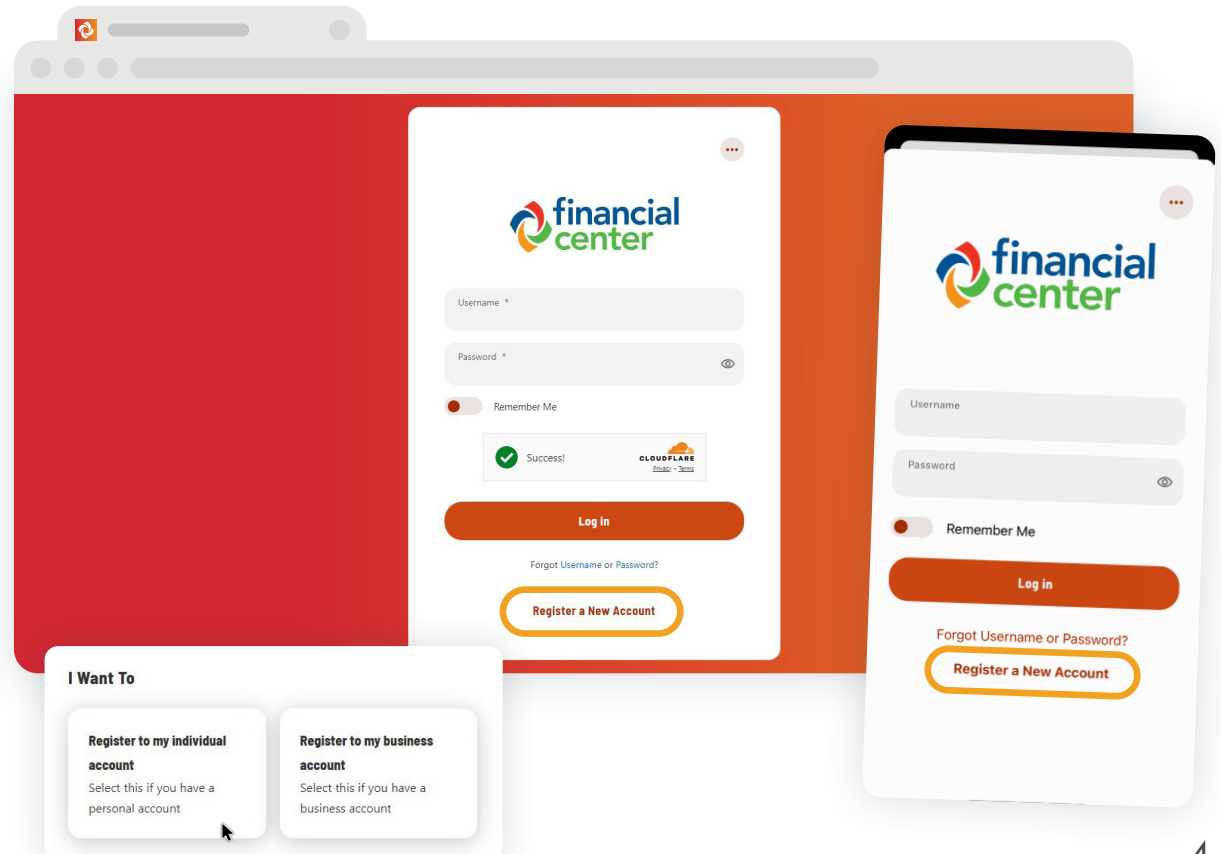

ARE YOU A NEW DIGITAL BANKING USER?

If this is your first time enrolling, welcome! Continue with pages 4–5.

If not, please use the previous instructions on pages 2–3.

STEP 1: REGISTER A NEW ACCOUNT.

- Click on **Register a New Account** at the bottom of the login page.
- Register as an individual or business, as applicable.



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Username *

Password *

☐ Remember Me

☒ Success! **CLOUDFLARE**

Log In

Forgot Username or Password?

Register a New Account

I Want To

Register to my individual account
Select this if you have a personal account

Register to my business account
Select this if you have a business account

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Username

Password

☐ Remember Me

Log In

Forgot Username or Password?

Register a New Account

HOW TO LOG IN



STEP 2: AGREE TO THE DISCLOSURES.

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Dashboard Accounts Transfer & Pay Services Grow & Connect Financial Wellness Preferences

Step 1 of 4

Please accept the disclosure

For security purposes, it is recommended that you memorize your Financial Center password and do not enter it down or save it in your browser. To further safeguard your account, we recommend that you change your password regularly. You are responsible for keeping your Financial Center password, account numbers, username, and other account data confidential. You agree to keep your Financial Center password and username needed to access digital banking confidential.

The loss, theft, or unauthorized use of your username and password could cause you to lose some or all of the money in your accounts, plus any amount available under Courtesy Pay or available on any line of credit on your account. It could also permit unauthorized persons to gain access to your sensitive personal and account information and use that information for fraudulent purposes, including identity theft. If you disclose the authority granted by you by such disclosure will continue until you specifically revoke such authority by notifying Financial Center. Tell us AT ONCE if you believe your username and/or password has been lost or stolen. You may contact us at 317.916.7700 or 1.800.473.2358.

☒ I Agree

Continue

STEP 3: ENTER ACCOUNT DETAILS.

- Enter your member number, social security number, date of birth, email, and one of the verification questions.

Tip: If using a Driver's License, enter your ID number exactly as it appears – including dashes.

- Continue and you're all set!

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Step 2 of 4

Verify Your Identity

The following information is used to verify you have an account with us and that you are the owner of the account. We match your answers against our records.

Username
jake.smith

Secret Security Number

Date of birth
09/10/1996

Email
jake.smith@email.com

Answer any one of the questions below

Account/Member Number

Last 4 Digits Of Cell Phone
3120

Driver's License Number

☒ I Agree

Continue

FREQUENTLY ASKED QUESTIONS

Learn more about your new Digital Banking experience at **fcfcu.com/betterbanking** or call our dedicated hotline at **317.916.6104** for support.

What browsers are supported?

You'll have the best experience using the most recent versions of Google Chrome, Firefox, Safari, or Microsoft Edge and will not be able access the all-new Digital Banking via Internet Explorer. If you're having problems logging in, consider updating your web browser to the newest version.

What devices are supported?

Most Apple, Android, and Microsoft devices are supported, when using an up-to-date operating system. If you're having problems logging in, consider updating your device's operating system to the newest version.

What are the requirements for my password?

We're here to keep your financial life safe and protected. To keep your account secure, you'll need to create a new password when logging in for the first time. If your existing password meets all of the requirements, you can retain it by simply re-entering it as the "new password."

The requirements are:

- A total of 10+ characters
- At least 1 uppercase character
- At least 1 lowercase character
- At least 1 number
- At least 1 special character

When enrolling for the first time, where can I find my member number?

You'll find this number on your monthly statement – or visit a branch or give us a call at **1.800.473.2328** and we'll be happy to provide it to you.

When enrolling for the first time, what email address should I use?

To successfully enroll, you'll need to use the email that is on file with Financial Center. If you have multiple email addresses and are not sure which address that is, consider checking your inboxes to see which account receives emails from the Credit Union with account or marketing updates.