

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.

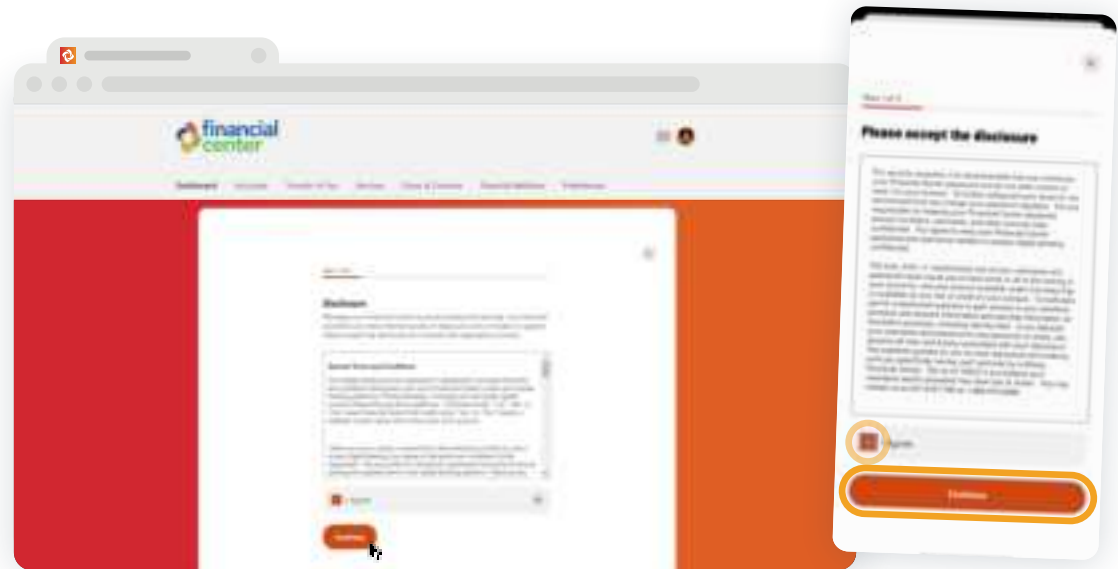
- Launch your Digital Banking platform through the browser or your Mobile App.
- Enter your username and password as normal – click **Login**.



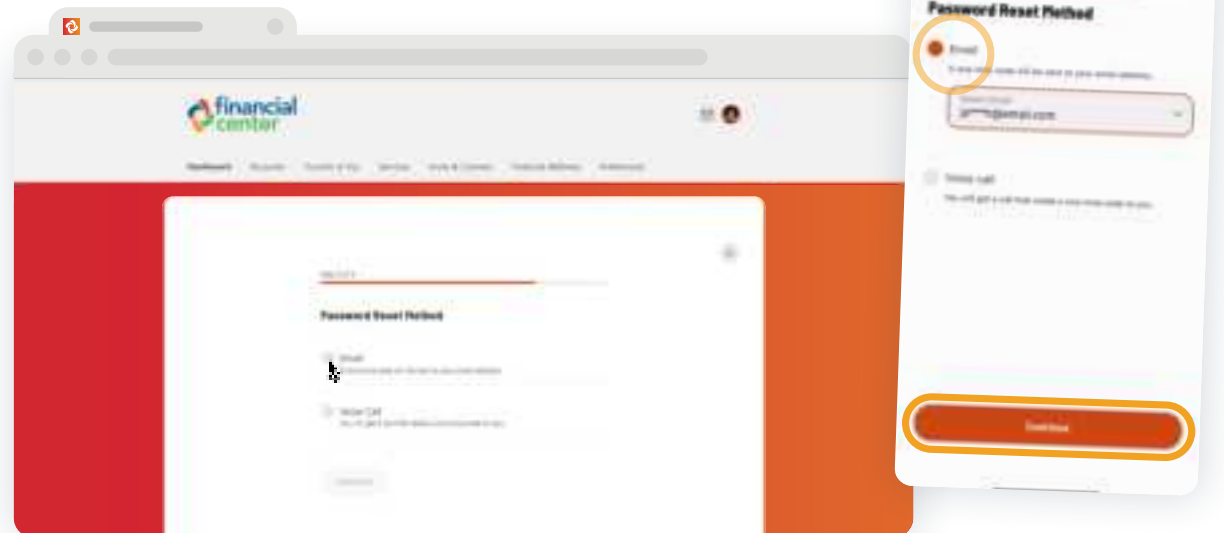
HOW TO LOG IN



STEP 2: ACCEPT DISCLOSURES.



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



HOW TO LOG IN

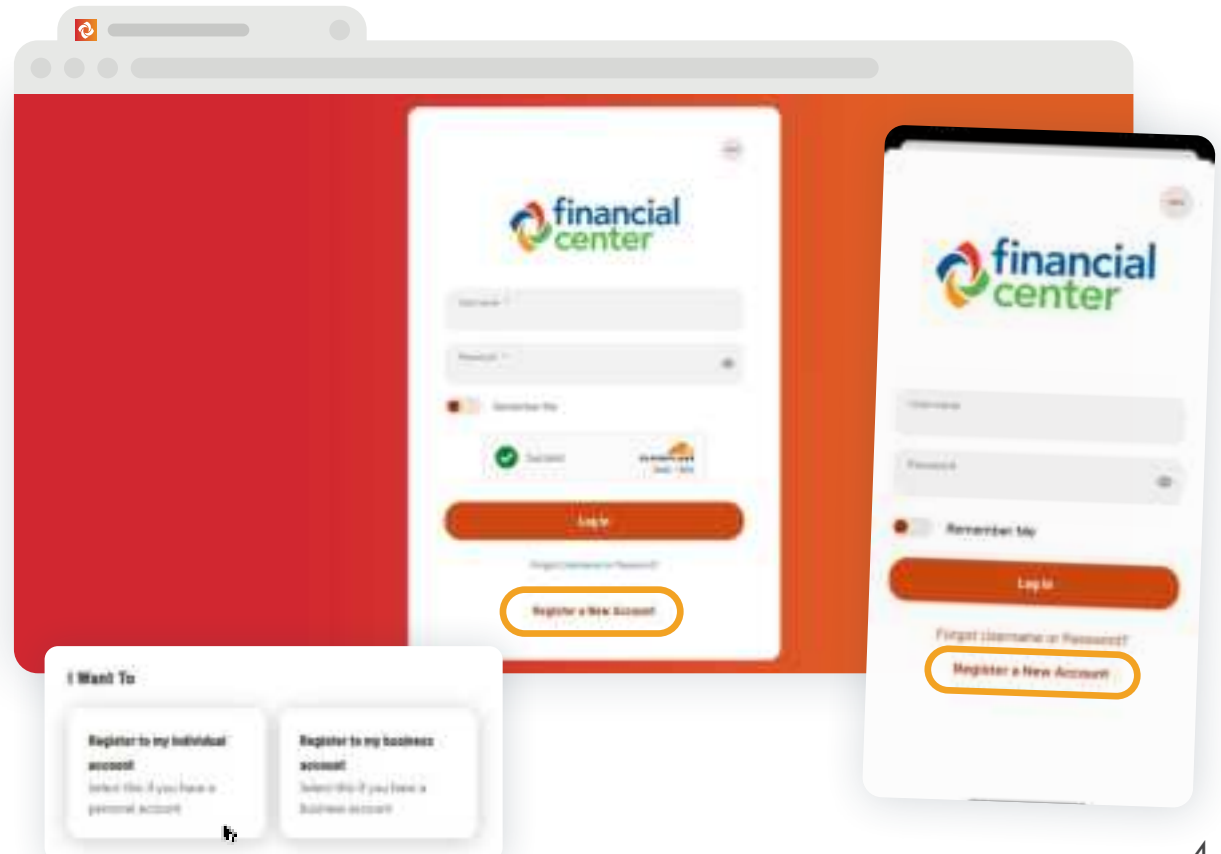
ARE YOU A NEW DIGITAL BANKING USER?

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.

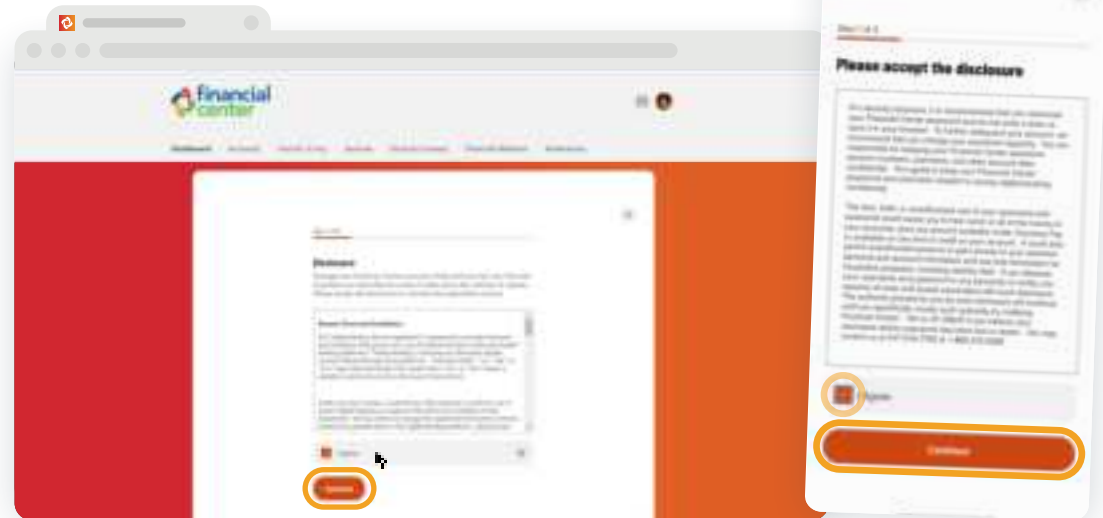
- Click on **Register a New Account** at the bottom of the login page.
- Register as an individual or business, as applicable.



HOW TO LOG IN



STEP 2: AGREE TO THE DISCLOSURES.

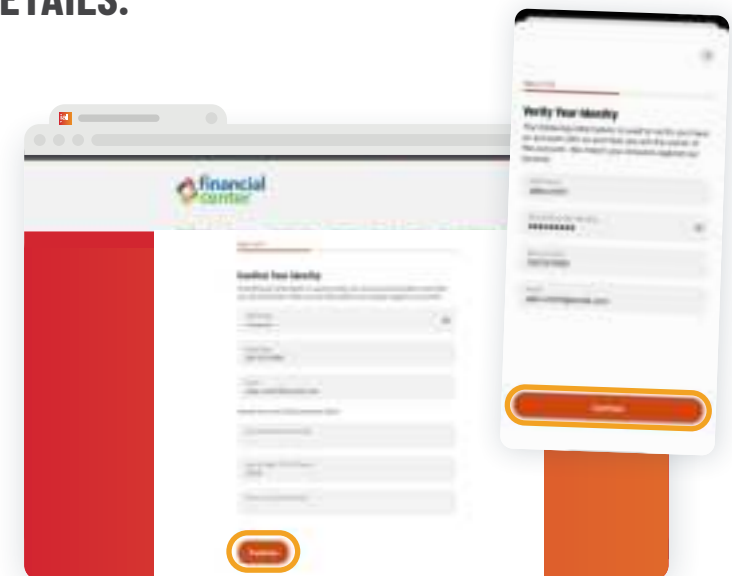


STEP 3: ENTER ACCOUNT DETAILS.

- 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!



FREQUENTLY ASKED QUESTIONS

Learn more about your new Digital Banking experience at **fcbu.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.