

For the safety and well-being of our members, our lobby is closed until further notice.



Virtual Branch

Loan Payments

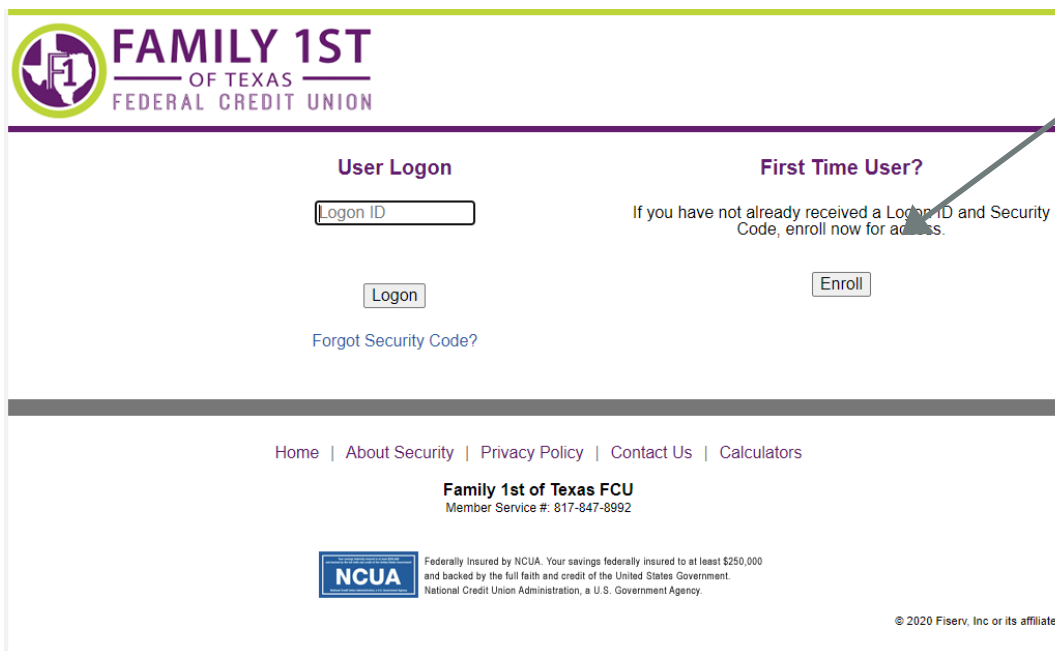


ABOUT US ACCOUNTS LOANS ACCESS CONTACT US

# LOGGING INTO VIRTUAL BRANCH - FIRST TIME USERS

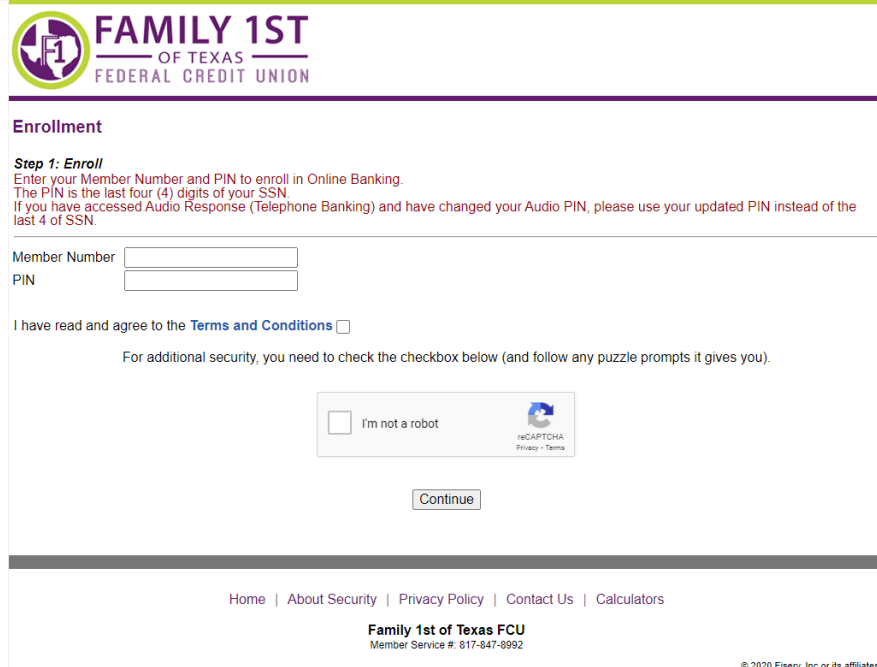
Members are encouraged to log in for the first time using their computer if possible.

1. Click on Virtual Branch - Welcome to Home Banking Screen will appear
2. Click on the Enroll button



3. Follow Steps on Step 1 : Enroll Page and Click Continue.

Enter your Member Number and PIN  
( last 4 digits of you SSN)



# COMMON ISSUES WITH MEMBERS ENROLLING

## 4. Follow steps For Step 2 : Set up Page

## 5. Click Enroll

## HELPFUL HINTS

- Members are not able to use their member # as their Logon ID
- Logon ID must be between 6 and 50 characters. (It may include letters, #'s and special characters)
- Security Code means password

Members will then be sent back to the Virtual Branch Home Screen

Member # and Last 4 digits of your SSN do not apply anymore.

# COMPLETING THE ENROLLMENT PROCESS

Members may see a Demographic page when enrolling. Members can set their preferred time zone, what accounts they want to view, etc.

**FAMILY 1ST**  
OF TEXAS  
FEDERAL CREDIT UNION

**Edit Security Phrase**

A Security Phrase is a memorable phrase that you choose. For your security, ensure that this unique Security Phrase is always visible on the Security Code page to verify that you are not on a phishing site.

Enter a memorable phrase that will be displayed on the Security Code page each time you login. This phrase can help you verify the authenticity of this web site. **Do not use sensitive information such as account number, Security Code, or social security number in your phrase.**

OK

**1.** Members will need to type in a Security Phrase. Examples: Blue, Family, Middle Name, etc.

This will appear each time you log in.

If you see another word that you did not type in call Family 1st.

**2.** Click Ok.

**FAMILY 1ST**  
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**Edit Challenge Questions**

Select questions and enter answers that only you know and that you will remember. We will use these questions to help verify your identity when we see different behavior.

What breed was your first dog?

What is the first name of the best man at your wedding?

What is your father's middle name?

OK

**3.** Members will need to type in answers to security questions. More questions will appear when you click on the drop down box.

**4.** Click Ok.