



TEXT BANKING



STEP 1: GO TO WWW.FFCOMMUNITY.COM

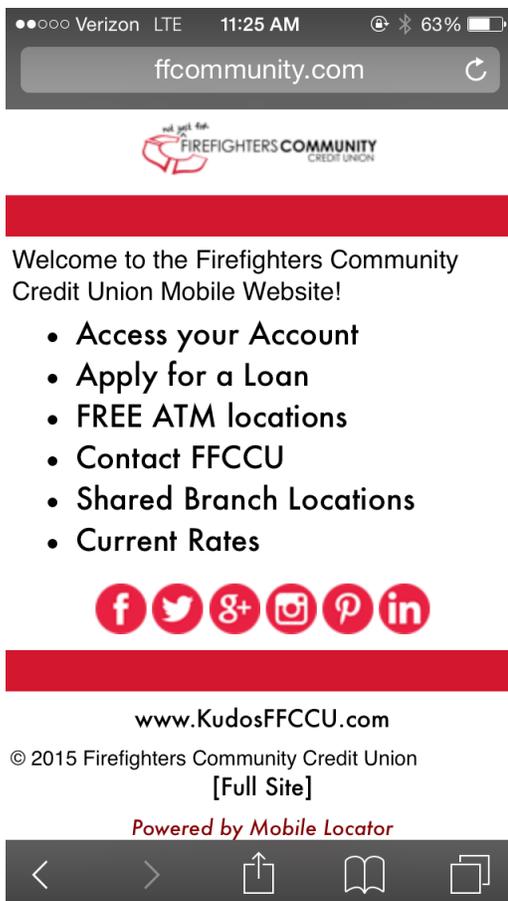
From your mobile device, go to www.ffcommunity.com in your internet browser. (Note: this is different from our Mobile App. Please use your mobile device's internet browser and do not choose "view full site" at the bottom.)

You will be directed to the mobile version of our website.

STEP 2: ACCESS YOUR ACCOUNT

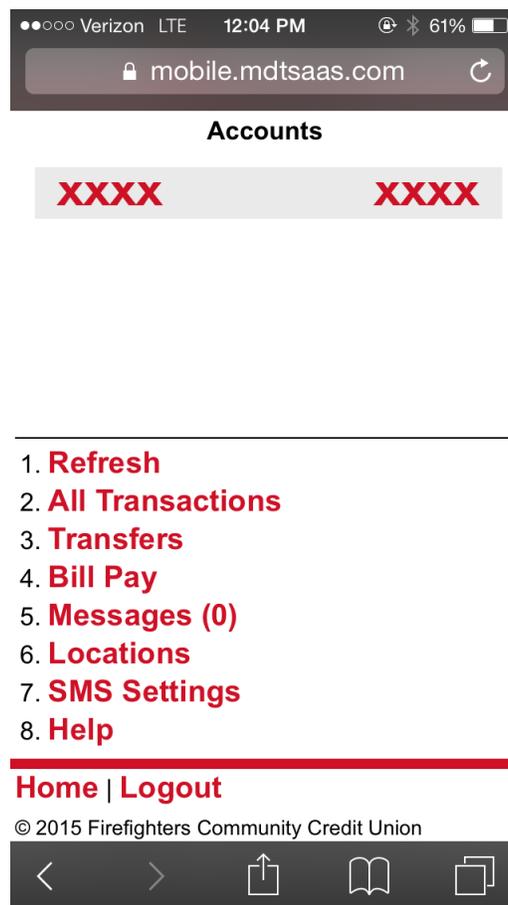
Click on **access your account**. Next, enter your username and password to login. If you do not have online banking, call us at 216.621.4644 so we can help set you up!

(Note: You may be asked to verify your login at this step. We want to make sure your account is secure and safe, so we require this simple one-time step. To verify, a four-digit PIN will be sent to the email address you have set up with your Online Banking Account. Find this email and COPY the PIN. Go back to the mobile banking page and re-enter your login credentials. When you enter your password, PASTE the 4 digit pin to the end of your password. For example, if your password is FFCCU and your pin that was emailed was 1234, you will enter FFCCU1234.



STEP 3: SMS SETTINGS

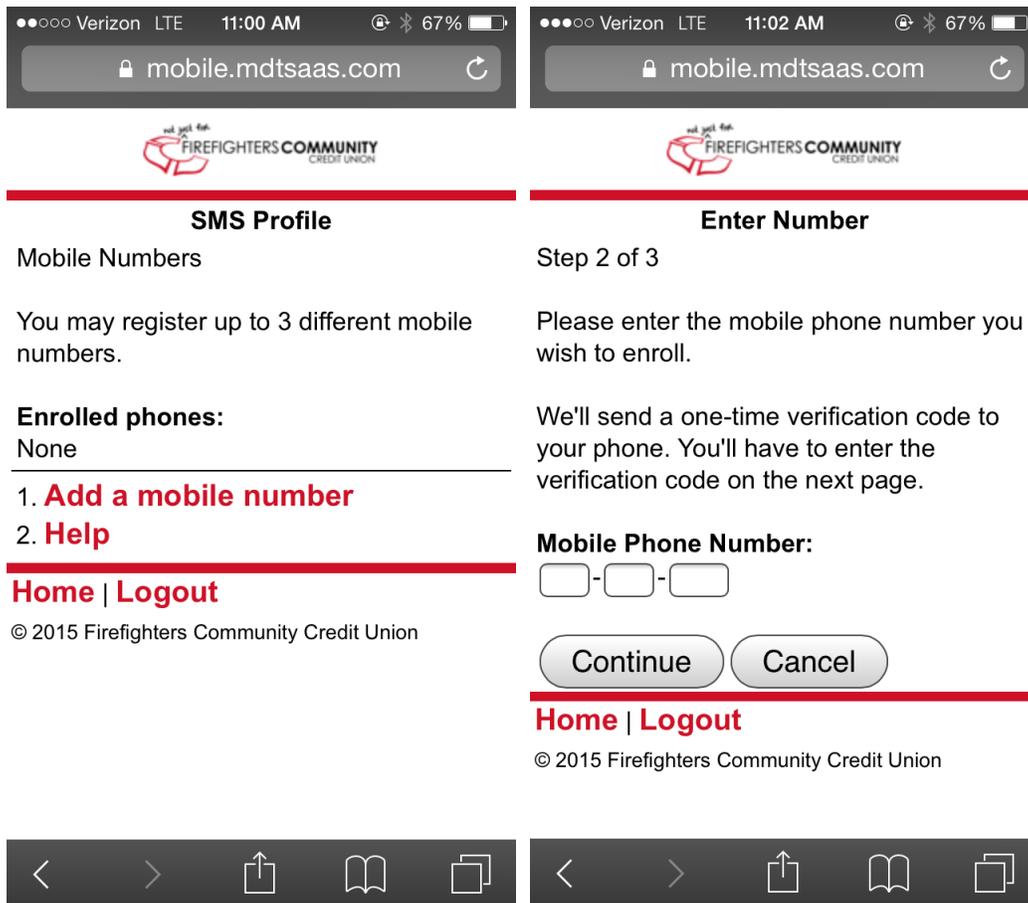
After logging in, you will see your account information. Scroll to the bottom to view a list of options. Choose option **7. SMS Settings**.



STEP 4: ADD A MOBILE PHONE NUMBER

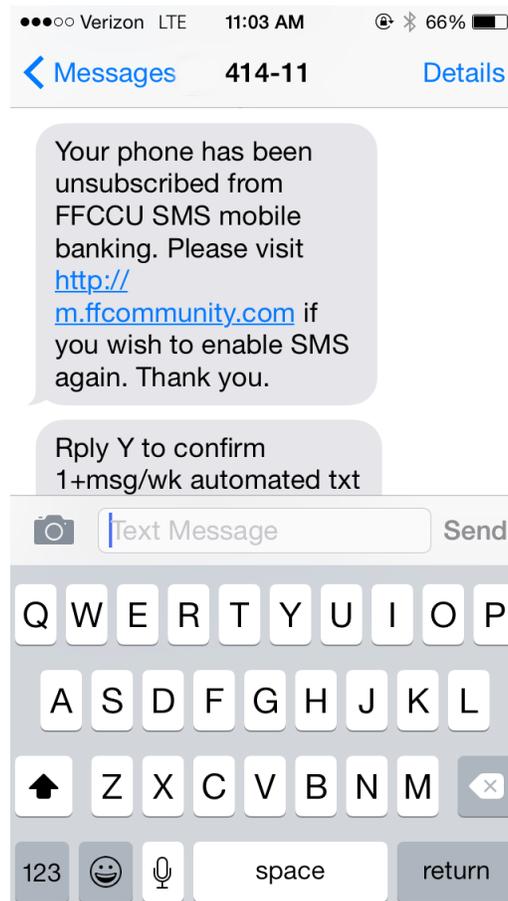
Choose the first option that says "Add your mobile phone number". (Note: This option does not work for landline phones.)

Next, enter the mobile phone number you wish to enroll. Click continue.



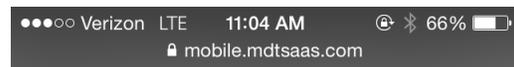
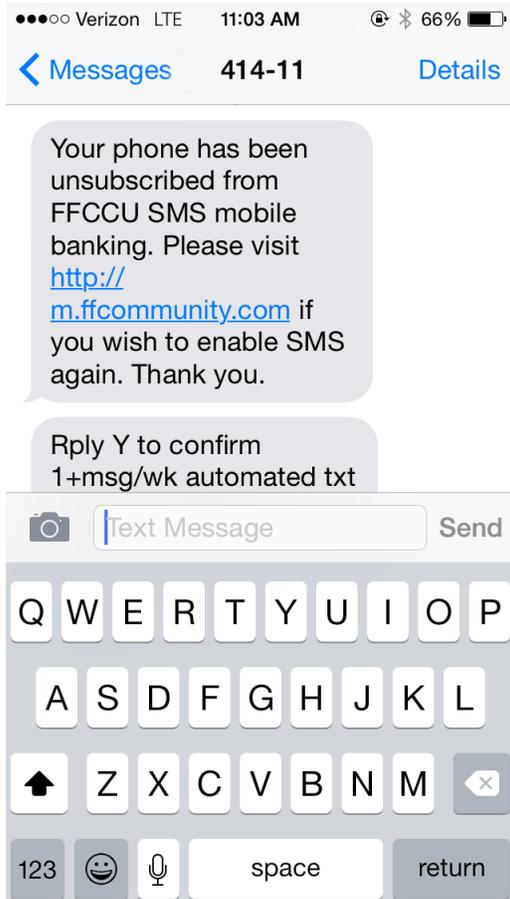
STEP 5: TEXT “Y” TO CONFIRM

After you add your mobile phone number, you will receive a text message to the phone you just enrolled from the shortcode “41411”. **REPLY back** to this message with the letter “Y” to confirm your enrollment.



STEP 6: VERIFICATION CODE

After you reply back with the letter "Y", you will receive an additional text message with a **Verification Code**. COPY THIS CODE. Go back to the mobile banking page. You will be asked to enter the verification code here. ENTER THE CODE and click continue.



this device.

B. You will then receive a "Welcome" text message confirming the enrollment of your device.

C. Next you will receive a text message with a verification code. Please enter the verification code in the field below.

Please allow a minute for these text messages to arrive to your device. If they do not arrive, please click the link at the bottom of this page to resend the verification code.

Your phone number:

Verification Code:

[Click here if you did not receive the verification code](#)

STEP 6: ENROLLMENT COMPLETE

Congrats! You are now enrolled.

The following commands are necessary to use Text Banking/SMS Text Banking. You can copy these commands, refer back to this document, or text FFCCU HELP to 41411 for a list of these commands at any time.

To use Text Banking, text these commands to the number **41411**:

- To check your **account balance**, text **FFCCU B**
- To check your **five most recent transactions** for all of your accounts, text **FFCCU H**
- To check your **five most recent transactions *for a specific account***, text **FFCCU H Account**. (For example, FFCCU H S0001)
- To **transfer a dollar amount** from one of your share accounts to another account (even your loan account!), text **FFCCU X-source-destination-amount**.
(For example, FFCCU X S0001 S0002 50.00)
- To get a **list of available commands**, text **FFCCU HELP**
- To **deactivate SMS Text Mobile Banking**, text **FFCCU QUIT**

Please note, these commands are NOT case sensitive. Standard text messaging fees from your phone carrier apply. For any questions, please contact us at 216.621.4644.