

# Getting started with the Mobile Banking App<sup>1</sup>

Let's look at the basics of logging in to the Firefighters Mutual Bank Mobile Banking App, including how to register, manage your Access Code and set up facial recognition.

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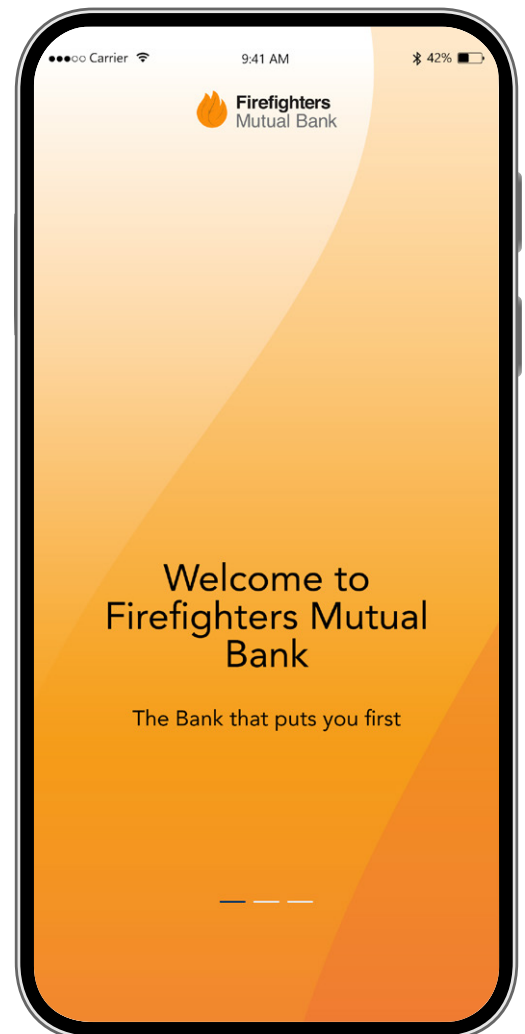
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## DOWNLOAD THE APP

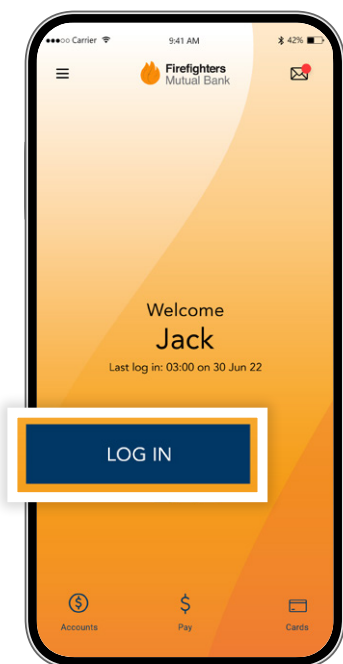
Make sure you have your Member Number and your Internet Banking Access Code, then simply download the app to get started.



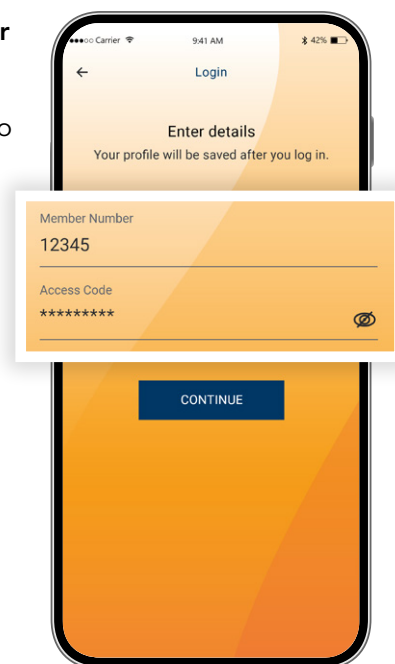
# How to register

## IF YOU HAVE AN INTERNET BANKING ACCOUNT WITH US

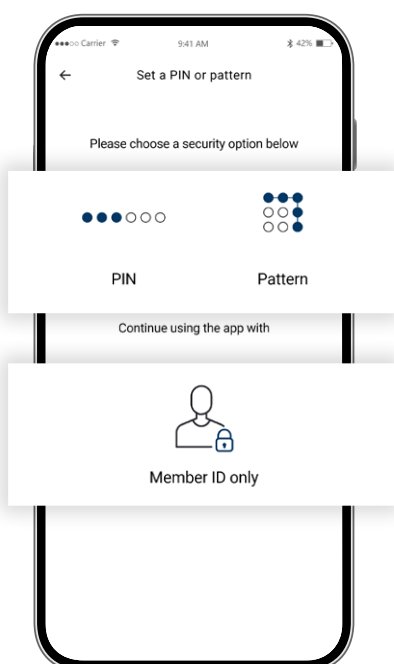
- 1** Open the app on your device and select **Log in**.



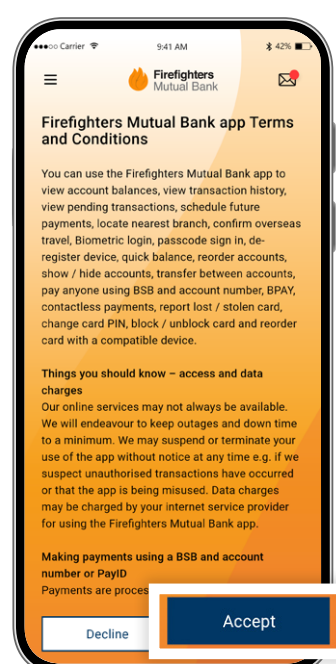
- 2** Enter your **Member Number** and the **Access Code** that you use to Log in to Internet Banking.



- 3** You'll be asked to choose a **PIN** or **Pattern** as your password to make logging in easy (you can also continue to use your Member Number and Access Code).



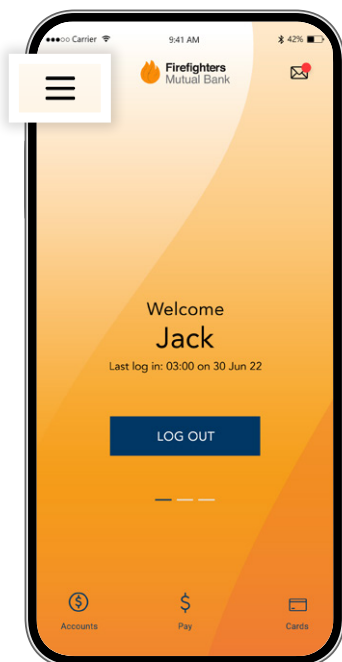
- 4** Read and accept the **Terms of Use**. That's it. You can now use the app for all your Mobile Banking needs.



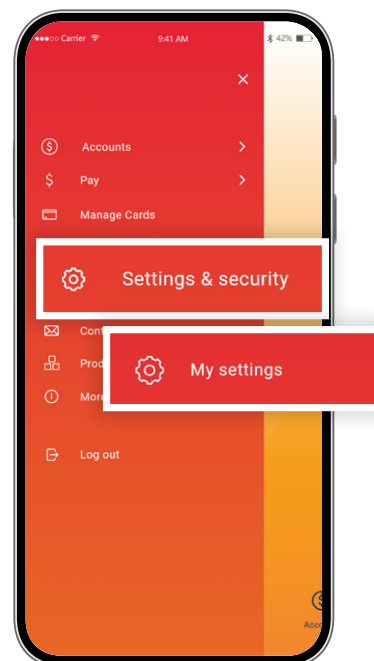
# Manage your Access Code

## RESET YOUR LOG IN DETAILS

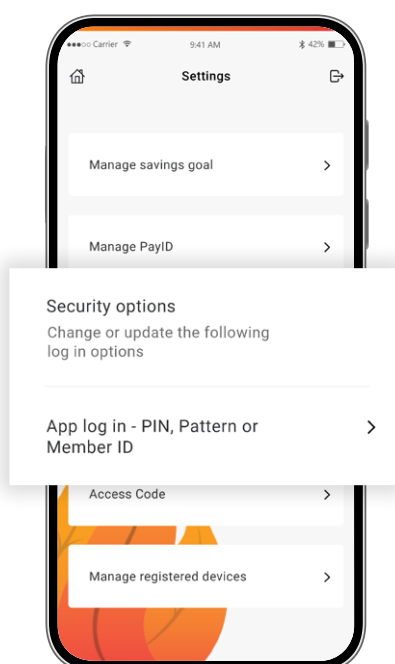
**1** From the home screen, tap on the **three horizontal lines** in the top-left corner. The **main navigation menu** will appear.



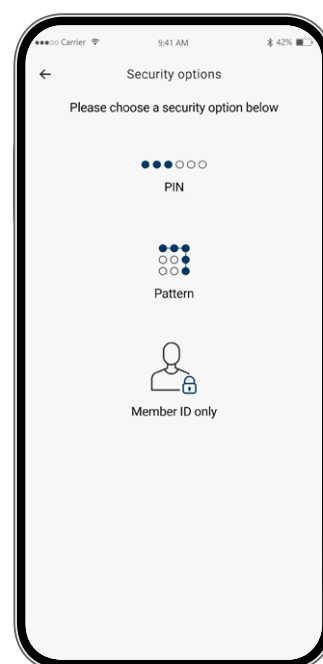
**2** Select **Settings & security**, then **My settings**.



**3** Go to **Security options**. You'll see the options to change your PIN and/or pattern, or turn Face ID on or off.



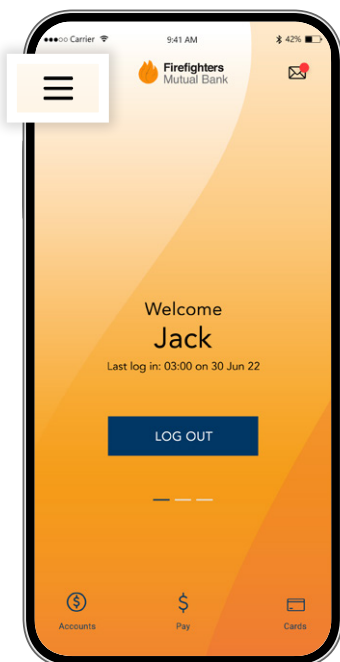
**4** Before you can change your security options you will need to authenticate. Then select what you want to do and follow the prompts.



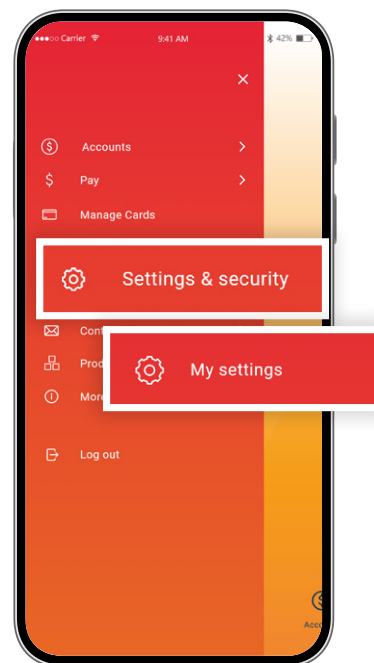
# Manage your Access Code

## CHANGE OR RESET YOUR ACCESS CODE

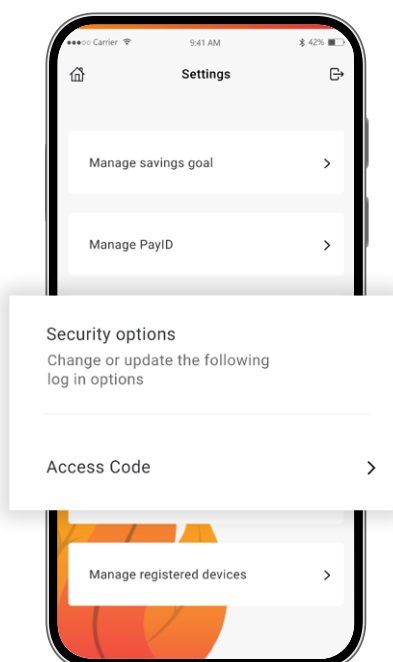
- 1** From the home screen, tap on the **three horizontal lines** in the top-left corner. The **main menu** will appear.



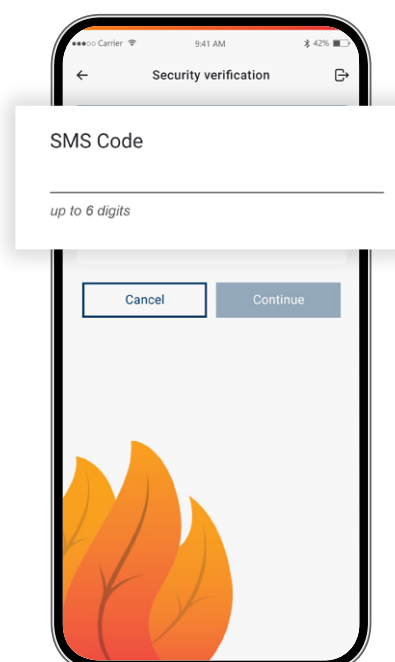
- 2** Select **Settings & security**, then **My settings**.



- 3** Go to **Security options**. You'll see the options to change your password, PIN or Pattern and your **Access Code**.



- 4** Select what you want to do and follow the prompts. **To verify it's you, enter the SMS code** we send to your mobile phone.

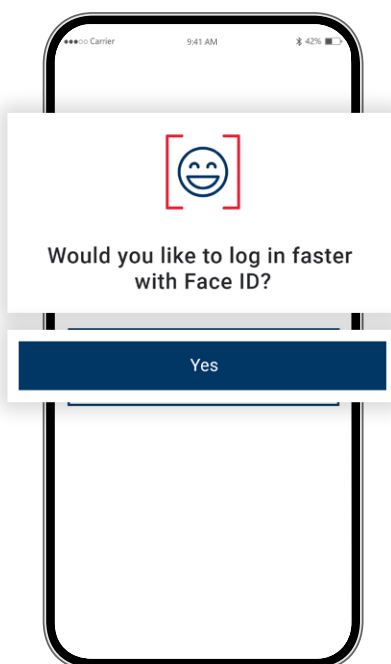


# Facial recognition

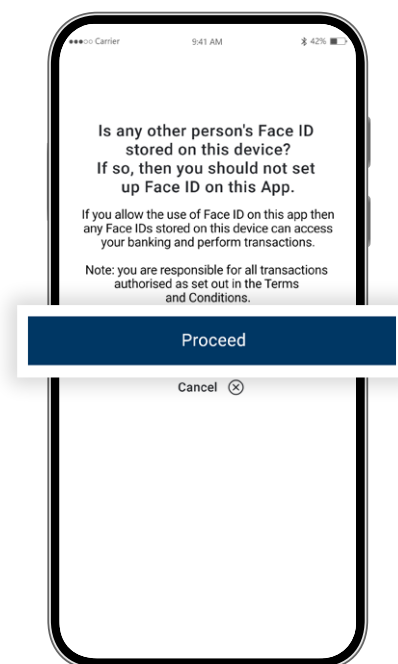
## SET UP FACIAL RECOGNITION (ONLY FOR SUPPORTED DEVICES)

- 1** After setting up your PIN or Pattern, you'll receive a prompt asking, Would you like to log in faster with Face ID?

Tap Yes.



- 2** Tap Proceed.



- 3** Follow the prompts to set up Face ID. Once complete, you'll be able to log in to the app with your face, rather than entering a PIN or Pattern each time.

