



Logging In For The First Time

A step-by-step guide for personal and business digital banking

Member Guide

Before you start

Your username and password come with you. There's nothing to reset and nothing new to remember unless you'd like a fresh password.

Bank with us both personally and for a business or living trust? Start with whichever account you use most — then flip to the last section to link them together.

Start Here: Which Steps Are Yours?

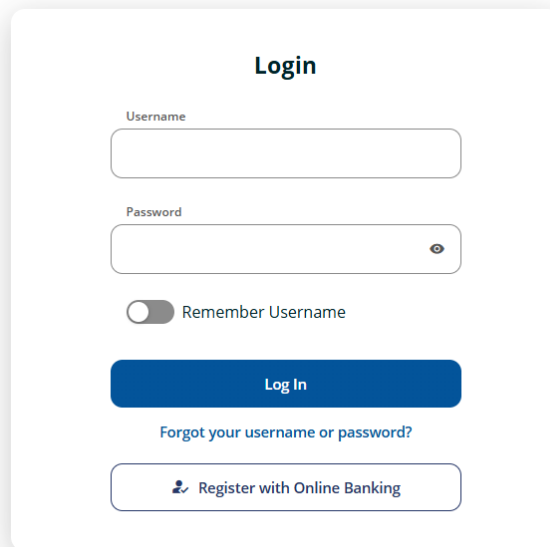
There are two different paths into digital banking. Find your row below, then jump to that section.

If you...	You'll use...	Go to
Already bank with us online or on the app today	First-Time Sign-On (FTSO) — you're picking up right where you left off with Tulee	Section 2 or 3
Have never used Tulee or FIG digital banking before	Registration — you're setting up your login for the first time	Section 4 or 5
Bank with us personally and for a business or living trust	Both of the above, once each — then link them	Section 6, once you've logged into both

First-Time Sign-On — Personal Accounts

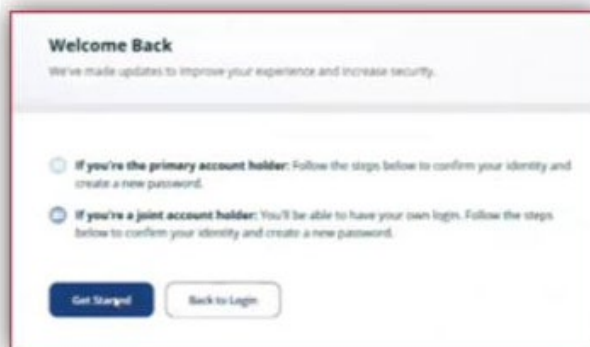
For members who already use FIG digital banking today and are logging in for the first time after the upgrade.

- 1 Go to figfcu.org or open the app, and enter your current username and password — we'll recognize them right away.



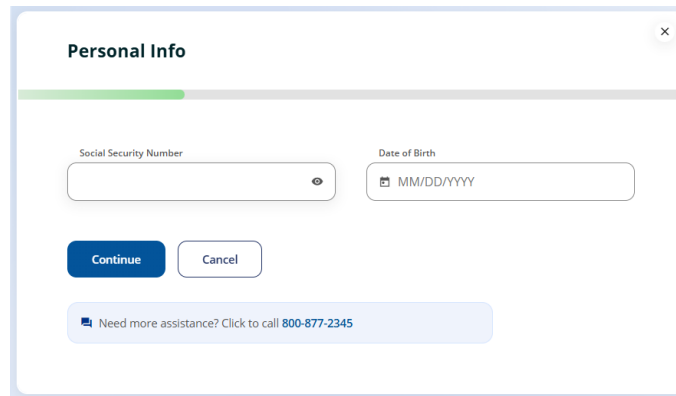
The login form is titled "Login" and is centered on a white background. It contains the following elements: a "Username" label above a text input field; a "Password" label above a password input field with an eye icon for toggling visibility; a "Remember Username" toggle switch; a blue "Log In" button; a link "Forgot your username or password?"; and a button with a person icon and the text "Register with Online Banking".

- 2 You'll see a welcome-back message letting you know what to expect based on whether you're the primary account holder or a joint owner — there's nothing to select here, just read and continue.



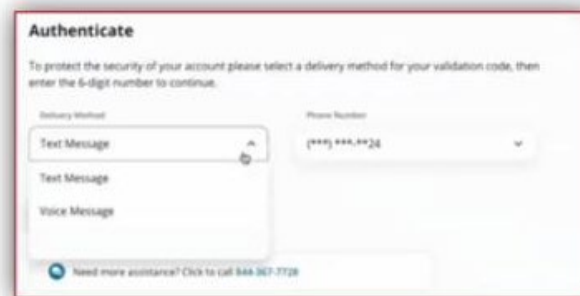
The "Welcome Back" message is displayed in a white box with a red border. It includes the heading "Welcome Back", a subheading "We've made updates to improve your experience and increase security.", and two numbered steps: 1. "If you're the primary account holder: Follow the steps below to confirm your identity and create a new password." 2. "If you're a joint account holder: You'll be able to have your own login. Follow the steps below to confirm your identity and create a new password." At the bottom, there are two buttons: "Get Started" (blue) and "Back to Login" (white with a red border).

- 3 Confirm your identity with your Social Security number and date of birth.



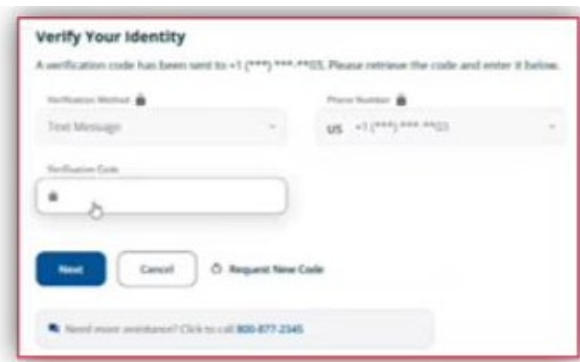
The 'Personal Info' form contains two input fields: 'Social Security Number' and 'Date of Birth'. The 'Date of Birth' field includes a calendar icon and the placeholder 'MM/DD/YYYY'. Below the fields are 'Continue' and 'Cancel' buttons. At the bottom, there is a link: 'Need more assistance? Click to call 800-877-2345'.

- 4 Choose how you'd like to receive your one-time verification code — text message or voice call.



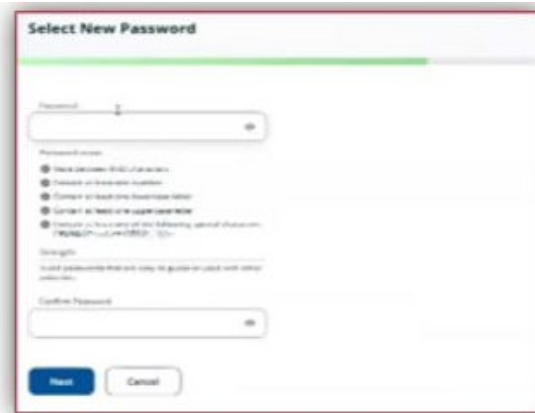
The 'Authenticate' form instructs the user to select a delivery method for their validation code. It features a 'Delivery Method' dropdown menu with options for 'Text Message' and 'Voice Message'. A 'Phone Number' field is also present with a placeholder '(***).***.***'. A link at the bottom reads: 'Need more assistance? Click to call 844-967-7728'.

- 5 Enter the verification code you receive, then select Next.



The 'Verify Your Identity' form states: 'A verification code has been sent to +1 (***).***.***. Please retrieve the code and enter it below.' It includes a 'Verification Method' dropdown (set to 'Text Message') and a 'Phone Number' field (set to 'US +1 (***).***.***'). A 'Verification Code' input field is provided with a mask. Below the input field are 'Next', 'Cancel', and 'Request New Code' buttons. A link at the bottom reads: 'Need more assistance? Click to call 800-877-2345'.

- 6 Choose a new password, or keep the one you already use — either works.



The 'Select New Password' dialog box features a title bar with the text 'Select New Password'. It contains a 'Password' input field with a strength indicator (a green bar) and a 'Confirm Password' input field. Below these fields is a list of password requirements: 'Must be 8-30 characters', 'Must contain at least one uppercase letter', 'Must contain at least one lowercase letter', 'Must contain at least one number', and 'Must contain at least one special character'. A 'Strength' section shows a green bar and the text 'Your password is strong'. At the bottom are 'Next' and 'Cancel' buttons.

- 7 Review and accept the terms and conditions.



The 'Legal Agreements' dialog box has a title bar with the text 'Legal Agreements'. It displays 'business banking' and a scrollable area containing the text 'Sample Business Banking disclosure'. At the bottom is an 'Accept & Continue' button.

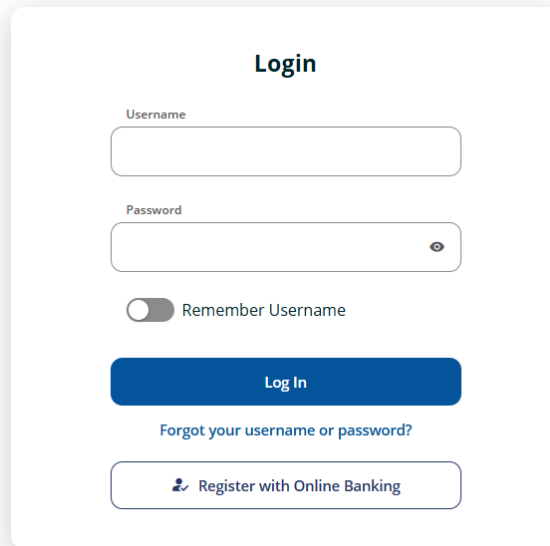
You're in

Once you accept the terms, your dashboard opens automatically. No further setup needed.

First-Time Sign-On — Business & Living Trust Accounts

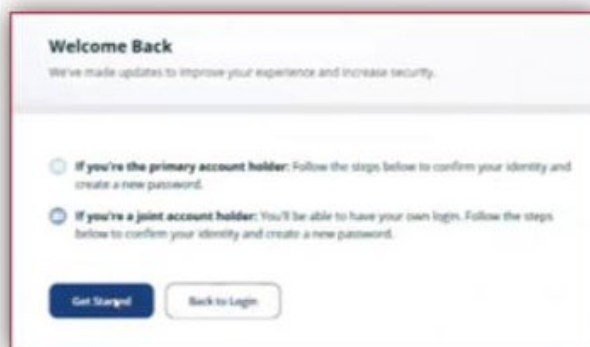
For business and living trust users who already use FIG digital banking today and are logging in for the first time after the upgrade. This is a separate login from any personal account you may also have — see Section 6 to link them.

- 1 Go to figcu.org or open the app, and enter your current business or living trust username and password.



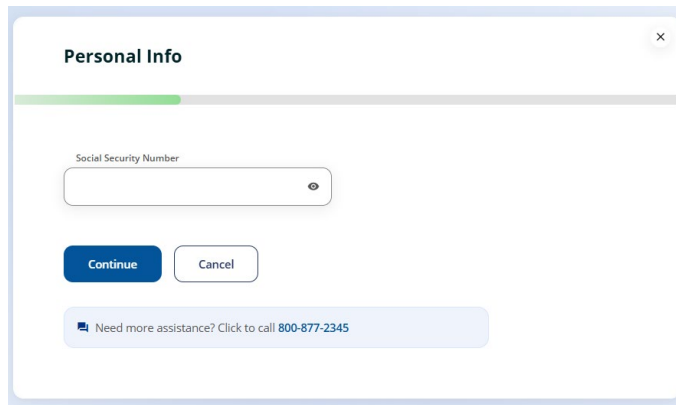
The login form is titled "Login" and is centered on a white background. It contains the following elements: a "Username" label above a text input field; a "Password" label above a text input field with an eye icon for toggling visibility; a "Remember Username" toggle switch; a blue "Log In" button; a link "Forgot your username or password?"; and a "Register with Online Banking" button with a person icon.

- 2 You'll see a welcome-back message letting you know what to expect based on whether you're the primary account holder, an authorized joint user, or a trustee — there's nothing to select here, just read and continue.

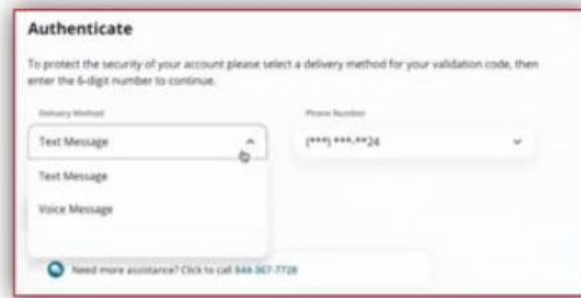


The "Welcome Back" message is displayed in a white box with a red border. It includes the heading "Welcome Back", a subheading "We've made updates to improve your experience and increase security.", and two bullet points: "If you're the primary account holder: Follow the steps below to confirm your identity and create a new password." and "If you're a joint account holder: You'll be able to have your own login. Follow the steps below to confirm your identity and create a new password." At the bottom are two buttons: "Get Started" and "Back to Login".

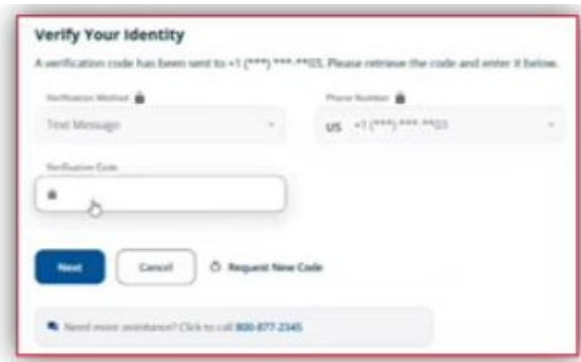
- 3 You'll see a screen labeled "Personal Info" asking for a Social Security Number — for a business account, this field is actually asking for your organization's Tax ID; for a living trust, it's asking for the trust's Tax ID. Either way, it's not a personal SSN.



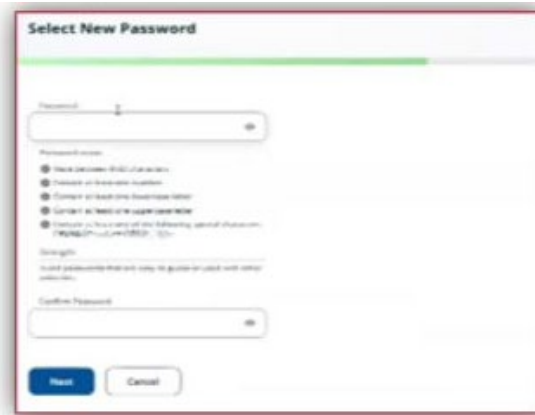
- 4 Choose how you'd like to receive your one-time verification code — text message or voice call.



- 5 Enter the verification code you receive, then select Next.

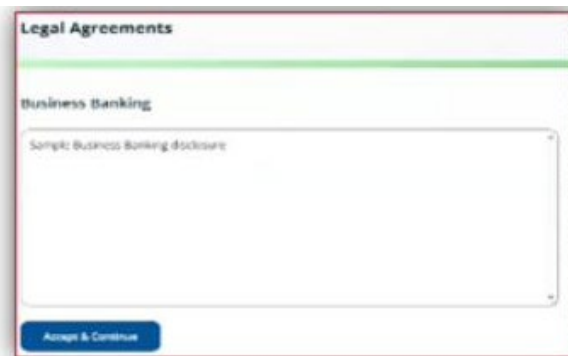


- 6 Choose a new password, or keep the one you already use.



The 'Select New Password' form features a title bar with the text 'Select New Password' and a green progress indicator. It includes a 'Password' input field with a strength indicator (a bar with a dot) and a 'Confirm Password' input field. Below these fields is a list of password requirements: 'Must be at least 8 characters', 'Must contain at least one uppercase letter', 'Must contain at least one lowercase letter', 'Must contain at least one number', and 'Must contain at least one special character'. A 'Strength' section shows a visual representation of password strength. At the bottom are 'Next' and 'Cancel' buttons.

- 7 Review and accept the terms and conditions.



The 'Legal Agreements' form has a title bar with the text 'Legal Agreements' and a green progress indicator. It displays the heading 'business banking' and a large text area containing the text 'Sample Business Banking disclosure'. At the bottom is an 'Accept & Continue' button.

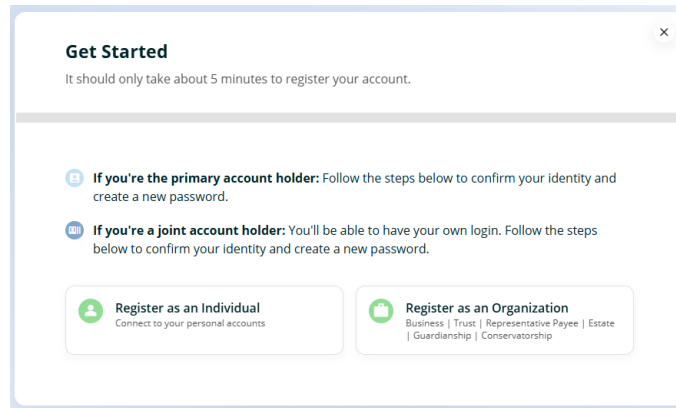
You're in

Your business or living trust dashboard opens automatically once you accept the terms.

New to Digital Banking? Register — Personal

For members who have never used FIG digital banking before and are setting up access for the first time.

- 1 Select “Register with Online Banking,” then choose “Register as an Individual.”



Get Started

It should only take about 5 minutes to register your account.

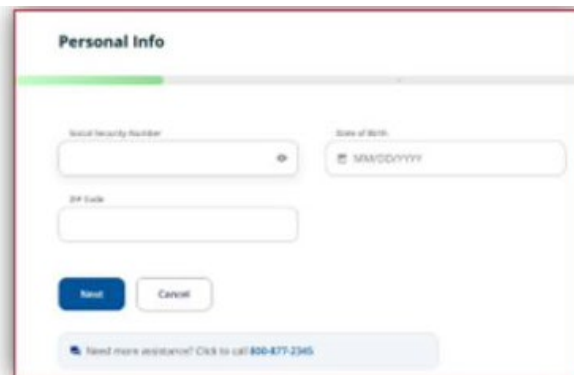
If you're the primary account holder: Follow the steps below to confirm your identity and create a new password.

If you're a joint account holder: You'll be able to have your own login. Follow the steps below to confirm your identity and create a new password.

Register as an Individual
Connect to your personal accounts

Register as an Organization
Business | Trust | Representative Payee | Estate | Guardianship | Conservatorship

- 2 Enter your Social Security number, date of birth, and ZIP code.



Personal Info

Social Security Number

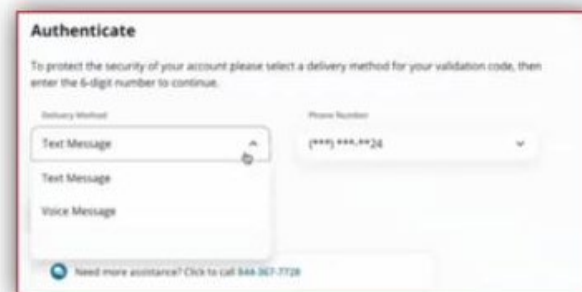
Date of Birth

ZIP Code

Next **Cancel**

Need more assistance? Click to call 800-877-2345

- 3 Choose how you'd like to receive your one-time verification code — text message or voice call — and enter the code when it arrives.



Authenticate

To protect the security of your account please select a delivery method for your validation code, then enter the 6-digit number to continue.

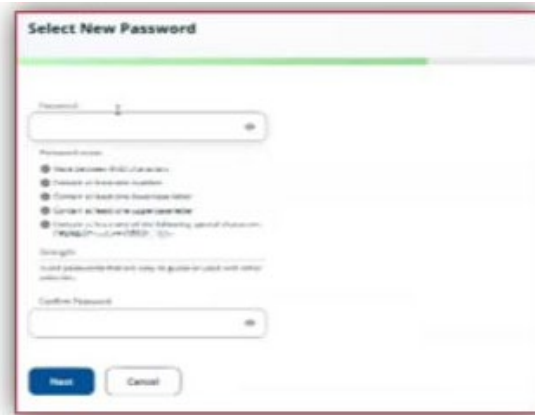
Delivery Method

Phone Number

Next **Cancel**

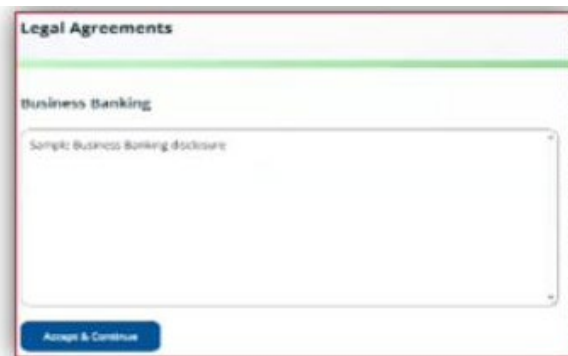
Need more assistance? Click to call 844-367-3728

- 4 Create a username and password, then confirm your password.



The screenshot shows a registration window titled "Select New Password". It features a "Password" input field with a strength indicator (a green bar) and a "Confirm Password" input field. Below the fields, there is a list of password requirements: "Must be 8-30 characters", "Must contain at least one uppercase letter", "Must contain at least one lowercase letter", "Must contain at least one number", and "Must contain at least one special character". At the bottom, there are "Next" and "Cancel" buttons.

- 5 Review and accept the terms and conditions.



The screenshot shows a "Legal Agreements" window. It has a header "business banking" and a large text area containing "Sample Business Banking disclosure". At the bottom, there is a blue button labeled "Accept & Continue".

You're in

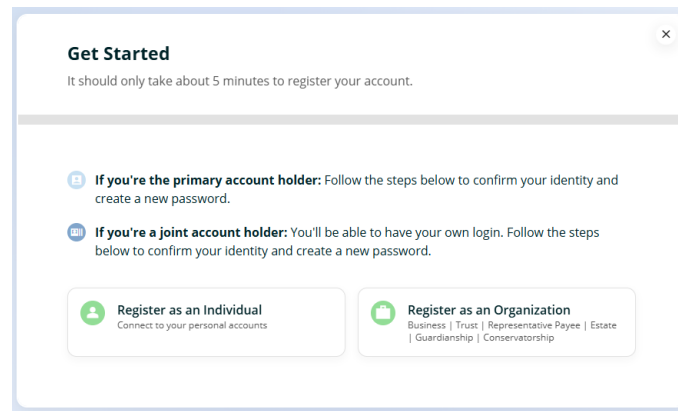
Accepting the terms opens your new dashboard — you're ready to explore.

Need a hand partway through? There's a support phone number built right into the registration screen — use it any time.

New to Digital Banking? Register — Business & Living Trust Accounts

For business and living trust users who have never used FIG digital banking before and are setting up access for the first time.

- 1 Select “Register with Online Banking,” then choose “Register as an Organization” — this covers businesses, living trusts, and other entity accounts.



Get Started ×

It should only take about 5 minutes to register your account.

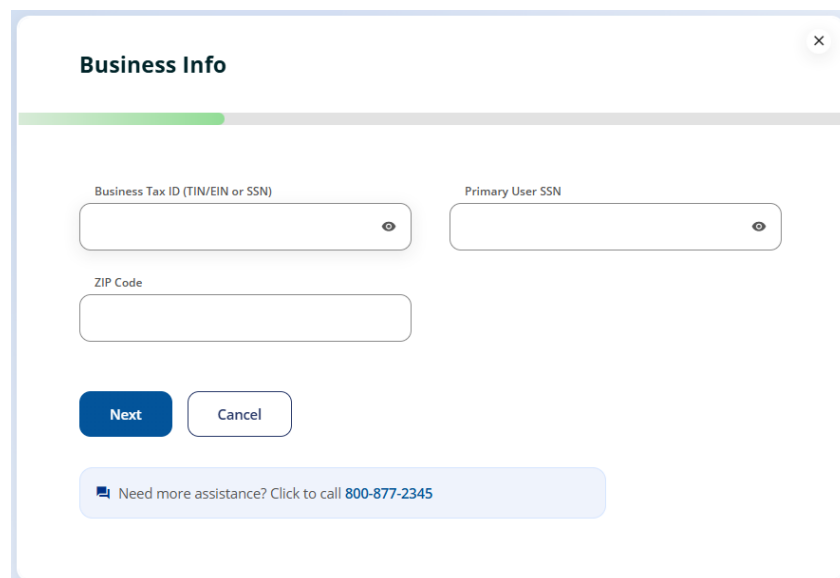
If you're the primary account holder: Follow the steps below to confirm your identity and create a new password.

If you're a joint account holder: You'll be able to have your own login. Follow the steps below to confirm your identity and create a new password.

Register as an Individual
Connect to your personal accounts

Register as an Organization
Business | Trust | Representative Payee | Estate
| Guardianship | Conservatorship

- 2 Enter your Tax ID — your business's EIN/TIN, your living trust's Tax ID, or your own Social Security number if you're a sole proprietorship or DBA — plus your own Social Security number as the primary user or trustee, and your ZIP code.



Business Info ×

Business Tax ID (TIN/EIN or SSN) 👁

Primary User SSN 👁

ZIP Code

Next **Cancel**

 Need more assistance? Click to call **800-877-2345**

- 3 Choose how you'd like to receive your one-time verification code — text message or voice call — and enter the code when it arrives.

Authenticate

To protect the security of your account please select a delivery method for your validation code, then enter the 6-digit number to continue.

Delivery Method

- ☒ Text Message
- ☐ Text Message
- ☐ Voice Message

Phone Number

(###) ###-####

Need more assistance? Click to call 844-367-3728

- 4 Create a username and password, then confirm your password.

Select New Password

Password

Confirm Password

Password must:

- Be at least 8 characters long
- Contain at least one uppercase letter
- Contain at least one lowercase letter
- Contain at least one number
- Contain at least one special character

Strength

Weak

Confirm Password

Next Cancel

- 5 Review and accept the terms and conditions.

Legal Agreements

Business Banking

Sample Business Banking disclosure

Accept & Continue

You're in

Accepting the terms opens your new business or living trust dashboard.

Linking Your Personal, Business, and Living Trust Logins

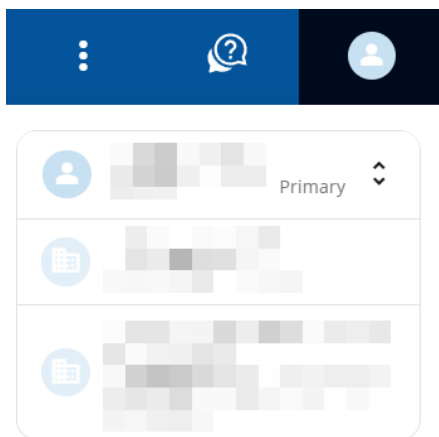
Personal, business, and living trust accounts all start as separate logins — that's true both before and after the upgrade. If you use more than one, log in to each individually using the steps above. Once you've logged in to each at least once, you can link them so you don't have to log out and back in to switch between them.

To link your accounts

- 1 From any profile, select your profile name, then choose “Manage Other Profiles.”
- 2 Select “Add Profile,” then accept and continue.
- 3 Enter the username and password for your other account (your personal login if you're in a business or living trust profile, or vice versa).
- 4 Choose text message or email for a verification code, then enter the code when it arrives.

To switch between them afterward

Once linked, select your profile icon in the top right. You'll see all of your linked profiles listed — personal, business, and living trust — with your primary account marked. Select the one you'd like to view, or use the up/down arrow next to a profile to switch, all without logging out.



Worth knowing

Linking your logins doesn't combine your accounts into one dashboard — it just lets you move between dashboards without re-entering your credentials each time.

Still Need a Hand?

We're glad to help — reach us through secure messaging in the app, or give us a call.

Disclosures

Farmers Insurance Federal Credit Union, doing business as FIG Credit Union. Federally insured by NCUA. Membership eligibility required. Terms and conditions apply.