

Firelands FCU Fireline Online Banking Enrollment Steps



Listed below are the steps to enroll in the new Online banking system. View Frequently Asked Questions about the new system by clicking on the link on our sign-in page.

On the right side of each screen will show you all of the steps involved for enrollment, and the current step that you are on will be bolded.

On the new Online banking login page, click the **First Time Users Click Here to Enroll** link, circled below.

A screenshot of the Firelands Online Banking sign-in page. The page has a blue header with the Firelands logo on the left and 'Sign In Register' on the right. Below the header is a white sign-in box titled 'Sign In - Welcome to Firelands Federal Credit Union'. Inside this box, there is a 'Username:' label followed by a text input field. To the right of the input field is a link that says 'First Time Users Click Here to Enroll', which is circled in orange. Below the input field are two buttons: 'Sign In' and 'Cancel'. Underneath these buttons is a security warning: 'For security reasons, please never share your username, password, social security number, account numbers or other private data.' At the bottom of the sign-in box are several links: 'Sign In', 'Register', 'Forgot Username?', 'Forgot Password?', 'Forgot Everything?', and 'Locked?'. To the right of the sign-in box is a separate white box titled 'Sign In to Firelands Online Banking'. It contains the text 'Welcome to Firelands Online Banking, please sign in.' followed by a numbered list of five steps: 1. > Enter Username, 2. Enter Password, 3. Send Security Access Code, 4. Confirm Security Access Code, and 5. All Done!.

Step 1:

Enter in the following requested information:

- ✓ Your Firelands FCU member account number
- ✓ The last 4 digits of your Social Security number
- ✓ Your birth date (in the following format: MM/DD/YYYY)
- ✓ The word **YES**.

***** Business Accounts *****

You will use the last 4 digits of the business’s Tax ID number in place of the last 4 digits of a Social Security number. You will also use the business’s start date (in the following format: MM/DD/YYYY) in place of the birth date.

***** Trust Accounts *****

You will use either the last 4 digits of the Social Security number of the primary person on the trust, or the Tax ID number of the trust – whichever one that you gave to the credit union when the trust account was opened – in place of the last 4 digits of the Social Security number.

***** Minor/Custodial Accounts *****

You will use the last 4 digits of the child’s Social Security number and the birth date of the child.



Register – Enter your Information **Step 1 of 6**

Account Number:	<input type="text"/>	typically 2-10 digits, primary account holder
Social Security Number:	<input type="text"/>	last 4 digits only – Example: 1234
Birthday:	<input type="text"/>	mm/dd/yyyy – Example: 07/03/1978
Accept:	<input type="checkbox"/>	Type YES to accept the following agreement(s): – PDF ~ Online Banking Agreement and E-Sign Disclosure and Consent
		<input type="button" value="Start"/> <input type="button" value="Cancel"/>

Register for Firelands Online Banking

Before using Firelands Online Banking, you must first sign up. This process will take **3 to 5 minutes** and includes the following steps:

1. > **Enter Member Information**
2. Send Registration Access Code
3. Confirm Registration Access Code
4. Setup Username/Password
5. Setup Security Phrase/Picture
6. All Done!

Step 2:

Select which delivery method that you want to have the access code to be sent to you – through email, through a text message, or through a phone call, as shown below.

The contact information shown on this page is what we currently have on file for you in our system. You **CANNOT** edit this information during the enrollment process or the login process. If you see incorrect contact information, please contact Firelands FCU to update. Once we update your contact information in our system, this page will show the updated information.

IRELANDS
Federal Credit Union

Sign In Register

Register – Send Registration Access Code **Step 2 of 6**

Send Access Code To: -- Send Method --

Send Email Message to : XXXtoned@XXXXandsfcu.org
Send Text Message to : XXX-XXX-7948
Call Me at : XXX-XXX-7948
Send Text Message to : XXX-XXX-7948
Call Me at : XXX-XXX-7948
Send Text Message to : XXX-XXX-4180
Call Me at : XXX-XXX-4180

NOTES:

Register for Firelands Online Banking

Before using Firelands Online Banking, you must first sign up. This process will take **3 to 5 minutes** and includes the following steps:

1. Enter Member Information
2. **> Send Registration Access Code**
3. Confirm Registration Access Code
4. Setup Username/Password
5. Setup Security Phrase/Picture
6. All Done!

You must complete the entire registration process.
If you do not complete the process, you will need to start over.

For assistance please call:


Step 3:

Once you have received your access code, enter it in the field shown below and click the **Confirm Access Code** button.

**** NOTE:** You have up to 10 minutes to enter in the access code before it expires. If you wait longer than 10 minutes to enter in the code, you will have to start over with enrollment and a new access code will have to be generated and sent to you.

If you selected the email delivery option and you do not get an email within 1-2 minutes, please check any spam filters/folders that you may have on your computer.

If you did not receive your access code – regardless of which delivery method you selected in Step 3 – you can click the **Resend Access Code to** link shown below to have the access code re-sent to you.

[Sign In](#) [Register](#)

Register – Confirm Registration Access Code**Step 3 of 6**

Registration Access Code:

[Resend Access Code to XXX-XXX-7948](#)

For your security, a registration access code is required to complete the registration process. This 6 digit access code will be sent to the selected destination. Once you receive this access code, enter the 6 digits on the this page. If you are waiting for an access code to be delivered to your email address please try performing a "Send/Receive" if your email provider or client supports that feature.

NOTES: – This access code is valid for 10 minutes.

Confirm Access CodeCancel

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1. Enter Member Information
2. Send Registration Access Code
3. > **Confirm Registration Access Code**
4. Setup Username/Password
5. Setup Security Phrase/Picture
6. All Done!

For assistance please call:

- (419) 483-4180

You must complete the entire registration process.
If you do not complete the process, you will need to start over.

Step 4:

Enter in the following requested information:

- ✓ Username
- ✓ Password
- ✓ Email address

Next to both the **Username** and **Password** fields are links to show the requirements needed for your username and password.

For the username, the requirements are:

- ✓ **CANNOT** be your Firelands FCU member account number
- ✓ Must be between 6 – 20 characters in length
- ✓ Must start with a letter
- ✓ Must contain **only** letters and numbers – no special characters (i.e. @, #, *, etc.)

For the password, the requirements are:

- ✓ Must not be the same as your username
- ✓ Must be between 8 – 20 characters in length
- ✓ Must contain at least one number
- ✓ Must contain **only** letters, numbers, and these special characters: ~!@#%&?*+.+=



Register – Setup your Username and Password Step 4 of 6

Account Number:	<input type="text"/>
Last Name:	<input type="text"/>
Setup Username:	<input type="text"/> show username rules
Setup Password:	<input type="text"/> show password rules
Confirm Password:	<input type="text"/> confirm your password
Email:	<input type="text"/>
Confirm Email:	<input type="text"/>
<input type="button" value="Next"/>	

You must complete the entire registration process.
If you do not complete the process, you will need to start over.

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1. Enter Member Information
2. Send Registration Access Code
3. Confirm Registration Access Code
4. > **Setup Username/Password**
5. Setup Security Phrase/Picture
6. All Done!

For assistance please call:

- (419) 483-4180
- (800) 276-5775 toll-free
- Mon-Fri 8:30 A.M. to 5:00 P.M.
- Sat 8:30 A.M. to 12:00 P.M.
- [All Branch Locations & Hours](#)

Step 5:

Enter in a security phrase and select a picture from the list of available images. For the security phrase, please do **NOT** put anything personal (i.e. account number, Social Security number, etc.) in for this phrase as it will be displayed during the login process to the new online banking system.



Register – Setup your Security Phrase and Image **Step 5 of 6**

Account Number: [Redacted]

Username: [Redacted]

Last Name: [Redacted]

Security Phrase: a personal message – Example: Gone fishing

Security Picture: Click on an Image below to select your Security Picture.

More picture choices
[Next](#)
[Random](#)

 <input type="radio"/> Background	 <input type="radio"/> BlueMountain
 <input type="radio"/> CloseupClock	 <input type="radio"/> CloseupLeaf

[Next](#)

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2. Send Registration Access Code
3. Confirm Registration Access Code
4. Setup Username/Password
5. > **Setup Security Phrase/Picture**
6. All Done!

For assistance please call:

- (419) 483-4180
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All access is secure and monitored.


Accessing from: [Redacted]
Timestamp – 06/24/2014 10:17:30
Session – AF91A85524FF4228 ...

You must complete the entire registration process.
If you do not complete the process, you will need to start over.

**– For your security –
this session is being monitored**


Step 6:

At this point, your account enrollment is being finalized for use in the new online banking system. This particular step can take up to 5 minutes to complete so we please ask for your patience during this step.

[Sign In](#) [Register](#)

Register – Setting up your Account – Please wait ... **Step 6 of 6**

Working: Please wait while we complete your setup.
This may take up to 5 minutes to complete ...



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1. Enter Member Information
2. Send Registration Access Code
3. Confirm Registration Access Code
4. Setup Username/Password
5. Setup Security Phrase/Picture
6. **> All Done! Setting up now ...**

You must complete the entire registration process.
If you do not complete the process, you will need to start over.
Please do not refresh or navigate away from this page.