

If you have already logged into our upgraded Online Banking System on 3/15/21:

STEP 1

Launch the First Financial Mobile App on your device.

STEP 2

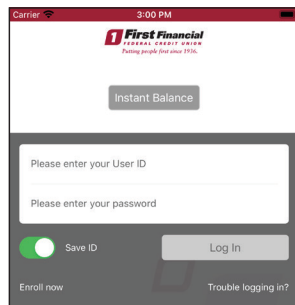
A pop up message will appear that a new version of the app is available for download.

- Click the link to download the updated app from your device's App Store.
- Upgrade the app.

*If you have automatic updates enabled on your device, step 2 will be skipped.

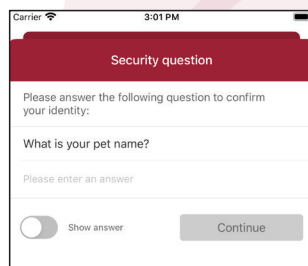
STEP 3

Login to the updated Mobile App with the same User ID and password you setup to login to our upgraded Online Banking system.



STEP 4

Answer one of your security questions.



STEP 5

Accept the Mobile App terms & conditions.

STEP 6

Start using our upgraded Mobile App!

If you have not logged into our upgraded Online Banking System yet, but you were a previous Mobile App user and are logging into the upgraded Mobile App prior to logging into Online Banking for the first time since the system upgrade:

STEP 1

Launch the First Financial Mobile App on your device.

STEP 2

A pop up message will appear that a new version of the app is available for download.

- Click the link to download the updated app from your device's App Store.
- Upgrade the app.

*If you have automatic updates enabled on your device, step 2 will be skipped.

STEP 3

Login to the updated Mobile App with your previous Online Banking/Mobile App User ID and you will enter the last 6 digits of your Social Security Number as your temporary password.

*If you are a Business Member, you'll use the last 6 digits of your Business Tax ID (TIN).

STEP 4

You'll then be redirected to On Device Enrollment which will have you reset your password, setup security questions, complete your profile information (email, phone number, address), and accept the mobile app terms and conditions.

STEP 5

Once complete, you'll receive a successful message and will be redirected to the Mobile App main login page to login.

STEP 6

Start using our upgraded Mobile App!