

***FIRST CLASS***<sup>®</sup>

FEDERAL CREDIT UNION

*"Where Service and Value Meet"*<sup>®</sup>

How to access  
***FIRST CLASS...***

ANYWHERE!<sup>®</sup>



Your savings federally insured to at least \$250,000  
and backed by the full faith and credit of the United States Government

**NCUA**

National Credit Union Administration, a U.S. Government Agency

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## Initial Set-up

1. Complete and submit the **FIRST CLASS... ANYWHERE!**® application. (Please allow up to 3 business days from receipt of application for approval and account set-up).
2. If you HAVE NOT already completed an audio transfer request card (pink) and wish to be able to transfer from your account # to another account # complete and submit the enclosed card. (PLEASE NOTE: You will not be able to view the account you are transferring to unless you are a owner or co-owner of that account.)
3. Go to **www.firstclass.org**
4. Click on **FIRST CLASS... ANYWHERE!** icon.
5. You will be taken to the log on screen.
  - A. **DO NOT** enter your account number ...leave blank.
  - B. Click on the forgot password link (Under the login button)
6. You will be prompted to enter your member ID (Account #) hit continue.
  - A. A link will be shown to have your password sent to the e-mail address given on your application. Hit continue.
  - B. A note pops-up to tell you that a temporary password has now been emailed to your e-mail address given on the application. You have twenty minutes to retrieve and finish the set-up process. Hit continue.

7. Go to your e-mail account to retrieve your temporary password.
  - A. Highlight the password and right click your mouse. Hit copy.
  - B. Go to sign-in screen. Enter member ID (Account #). Paste temporary password in password box. Hit login button.
  - C. Read security message. Hit yes, enhance my security button.
  - D. Choose security image.
  - E. Choose and answer two security questions.
  - F. Click “submit to login now using new security features” button.
  - G. You will be taken back to sign-in screen. Enter member ID (Account #) and paste temporary password into box. Hit login button.
  - H. Re-select your security image. Everytime you login you will be prompted to answer one of your two security questions each time.
  - I. Register your current computer to avoid step H in the future. Hit continue.
  - J. You will now be prompted to change your password. Paste temporary password in current password field. Create your new password (Must be a minimum of 8 characters and a maximum of 16 characters. The password must contain at least one number and one special character. You may use upper and/or lower case, but are not required. Verify it. Hit continue. (Keep your password in a safe place!)

8. That’s all there is to it and you are now ready to use **FIRST CLASS... ANYWHERE!**

## Forgot Password Instructions

1. Go to **www.firstclass.org**.
2. Click on the link for **FIRST CLASS... ANYWHERE!**
3. Click on the link “Forgot Password”.
4. Key in your username (Account #). Then hit “Start”.
5. Click on primary for the correct account #. Hit continue.
6. Next screen will say Success. An e-mail will be sent with a temporary password to your primary e-mail we have on file. You have 20 minutes from the time you hit continue to use the temporary password.
7. Once you receive the e-mail, copy the temporary password and paste it in the password field at the **FIRST CLASS... ANYWHERE!** log-in screen. Then enter your username (Account #).
8. The following screen will prompt you to change your password. Where it says Current Password you will paste the temporary and then underneath you will create a new password and verify it. (Follow the guidelines under 7J.)

**FIRST CLASS** Federal Credit Union will never send you any e-mails asking you for sensitive account information. We already have your information. Be alert for fraud scams and report to us anything that looks suspicious.

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