



First Federal's Mobile Banking Quick Start Guide

First Federal offers four different Mobile Banking options: SMS Text Banking, Mobile Web, Mobile App, and an iPhone app. The options available for enrollment depend upon which type of mobile device you use.

For all Mobile Banking options, you must first enroll in Mobile Banking and activate the service:

1. After logging in to Online Banking, click on the **Additional Services** tab.
2. Click on **Mobile Banking**. The Mobile Banking Center window will open.
3. Click on **Add Phone**.
4. Select your mobile carrier and enter your mobile phone number. Read and agree to the **Terms and Conditions of Use** for Mobile Banking. Click **Enroll**.
5. You are given an option to choose Text Banking, Mobile Banking, or both. (We recommend you check both if you are using Mobile Web, Mobile App or the iPhone App.) Make your selection and click **Continue**.
6. An activation code page appears. The activation code expires after 24 hours. If it has been over 24 hours, you need a new activation code. To obtain a new code, log in to Online Banking and go to the **Mobile Banking Center**. Click **Get Activation Code**.

SMS Text Banking Activation¹

SMS Text Banking allows you to request and receive account information via text message.

The first time Text Banking is activated, a text (SMS) message will be sent from **79022** to the phone number you enrolled. **79022 is the Text Message code for First Federal**. Reply to the text message with your six-digit activation code. If you have not received the message in 10 minutes or if you are re-activating Text Banking on your phone, text your activation code to **79022**. You will receive a reply stating your activation was successful. To begin accessing account information, enter **79022** in the **To** section, enter a text command in the message area, and then **Send**.

Function	Command	Description
Balance	B or BAL	Summary of available balances for all accounts
History	H or HIST	Summary of recent transactions per account
Transfer	T or TRA	Perform transfers between eligible accounts
Command	C	List of available Text Banking commands
Help	HE	Help content for Text Banking
Login	L	Receive a URL for the First Federal Mobile Browser website
Recover	R	Receive a URL and new activation code for First Fed's Mobile Browser Website
Stop	S	Deactivate all First Federal text services
More	M	View additional Balance, History, or Transfers lists, if applicable

Note: You can check for additional commands by activating your phone and sending C to 79022.

Mobile Web Activation (Mobile Banking)¹

Using First Federal's Mobile Banking URL, **m.firstfd.com**, you may access account information, check account balances and make transfers using your phone's web browser.

After activating Mobile Banking for the first time, you will receive a confirmation text message containing a Mobile Banking link (URL). Click on the link within this message, or type the following URL directly into your phone's browser: <http://m.firstfd.com>. Follow these steps to activate Mobile Web on your phone:

1. Select **Sign In** on First Federal's Mobile Banking page.
2. The next page asks if you already have an activation code. Select **I have one** to continue. (If you do not have an activation code, return to the Mobile Banking Center within Online Banking to obtain one. If you have already activated Text Banking, text **R** (Recover) to **79022**.)
3. On the next page, enter your activation code and mobile phone number. Select **Activate**.
4. You will receive a message that your phone's browser has been successfully activated.
5. Select the **Start** button.
6. Enter the same User ID and Password that you use for your Online Banking. Select **Sign In** to begin using First Federal's Mobile Banking website.

Mobile App Activation¹

Mobile Banking apps are made specifically for Smartphones² and provide a better online mobile banking experience.

1. Upon enrolling in Mobile Web, your phone will receive a text message from **79022**.
2. Select the URL link within the text message. This is typically done by selecting a command on your phone's menu, such as "Connect" or "Go To".
3. You will be brought to a page with a **Download** link. Click this link to download the app.
4. When finished, you will be notified that the download is completed.
5. After launching the app for the first time, you may be asked to give permission to access the data network. You will need to grant permission in order to proceed.
6. Enter the same User ID and Password that you use for your Online Banking. Select **Sign In** to begin using First Federal's Mobile Web.

iPhone App Activation¹

1. After iPhone activation, a message appears on the Home Page screen to **Reply** with the activation code.
2. A **Successfully Enrolled** message appears.
3. Download First Fed's app, **First Federal Mobile Banking**, from the iPhone App Store.
4. Open mobile app. The '**Welcome**' screen appears.
5. The next screen asks if you already have an activation code. Select **I have one** to continue. (If you do not have an activation code, return to the Mobile Banking Center within Online Banking to obtain one. If you have already activated Text Banking, text **R** (Recover) to **79022**.)
6. Enter the activation code and key in the 10-digit mobile phone number.
7. Click **Activate**. You will be taken to the **Welcome** screen.
8. Enter your Online Banking User ID and password. Click **Sign On**.

Questions?

If you have questions or need additional assistance, visit the Mobile Banking Center within Online Banking. The 'Frequently Asked Questions' contains answers to many of your questions. Or contact us at 208-733-4222 to speak with a Customer Service Representative.

¹ Your mobile carrier's text messaging and web access charges may apply.

² For a current list of supported phones, go to the Mobile Banking Center within Online Banking and click on **Downloadable App URL >>**. This opens a **FAQ** window. Click on "Is First Federal Mobile Banking supported on my phone?" under the **Mobile Banking** section. This lists the phones on which the downloadable app is supported. The list changes frequently, so check back if your phone is not currently supported.