


Trinidad and Tobago Fire Service Credit Union

Step-by-Step Online Banking Walkthrough Guide

When enrolling in Online Banking for the first time, the following steps will need to be completed:

1. Go to TTFSCU's website and click the link provided on the Credit Union's web page to log into the Online Banking site. **Note: Do not use a previously saved favorite or link to get to the new Online Banking site.**
2. Select "Click HERE to enroll now"

RETURNING	FIRST TIME USERS
Enter your Login ID below Login ID: <input type="text"/> <input type="button" value="Login"/>	Click HERE to enroll now Become a Member and apply for new accounts below! 



3. Enter your member number, email address and birth date. Click on the box labeled "Sign Up".

Sign up for Home Banking

You must currently be a member of this credit union to sign up for home banking, please enter your information below.

MEMBER NUMBER:

EMAIL:

CONFIRM EMAIL:

BIRTH DATE: (MM/DD/YYYY)

[Sign Up](#)

[Clear](#)

[Cancel](#)

Welcome to Home Banking


You have successfully registered for Home Banking!

A temporary password has been sent to your email address on file. You will be required to change it at first login.

[Click Here to Login](#)



4. At this point, a temporary password has been sent to the above entered email (you may have to check your spam/junk folder if you can't find it). Press "Click Here to Log In" to advance on.
5. You will be routed back to the main screen. Enter your Login ID and press the "Login" button.

RETURNING	FIRST TIME USERS
<p>Enter your Login ID below</p> <div><p>Login ID: <input type="text"/></p><p>Login</p></div>	<p>Click HERE to enroll now</p> <p>Become a Member and apply for new accounts below!</p> <div><p>NOT A MEMBER? <i>Click Here To Open An Account Online</i></p></div>



6. You will be prompted to answer a series of three authentication questions and enter a confidence word.

Select your authentication questions, answers, and a confidence word. Each of the three drop-down menus contains eight questions and you MUST SELECT AND ANSWER ALL THREE. **Please note that answers to your authentication questions are case sensitive.** Next, choose a confidence word (can be anything you make up). These extra validations will ensure you have connected to the authorized TTFSCU Online Banking site.

Remember me on this computer: If you mark this box, the site will recognize the computer you are using in the future and you will not be asked authentication questions (mark if you are on a trusted computer).

After all information has been entered, press the “Save” button.



Enrollment

Now select your authentication questions, answers and a confidence word. Each of the three drop-down menus contains eight questions and you **MUST SELECT AND ANSWER ALL THREE**. Then you must choose a confidence word. These extra validations will ensure you have connected to the authorized online banking site.

AUTHENTICATION QUESTION 1	What is the name of your first pet? ▼
ANSWER	<input type="text"/>
AUTHENTICATION QUESTION 2	Where did you meet your spouse for the first time? ▼
ANSWER	<input type="text"/>
AUTHENTICATION QUESTION 3	In what year (YYYY) did you graduate from high school? ▼
ANSWER	<input type="text"/>
CONFIDENCE WORD	<input type="text"/>

☐ Remember me on this computer.

7. Your questions and confidence word have now been set. Select “Click Here to Login” to proceed to the login page where you will now see your newly chosen confidence word.

Request Successful. Thank you.

Your confidence word has been set. Please store in a safe place.

[Click Here to Login](#)

8. You will now be returned to the login page. Verify your confidence word and enter your temporary password (the one sent via email) and press “Login”.





TRINIDAD AND TOBAGO FIRE SERVICE CREDIT UNION

See Fire First

Welcome to Trinidad and Tobago Fire Service Credit Union's

- THIS IS A NEW ONLINE BANKING WEBSITE. ALL MEMBERS WHO WANT TO USE MUST ENROLL IN THIS SERVICE BELOW [HELP GUIDE](#)
- **Password Requirements:** Must be a minimum of seven characters, have an upper and lower case letter, and a number. ***A temporary password will be emailed to you during initial enrollment. Please keep this temporary password readily available during the process.

RETURNING

Enter your Login ID below

Login ID:

Login

FIRST TIME USERS

Click [HERE](#) to enroll now

Become a Member and apply for new accounts below!



SSL Certificate



9. The next step is to select a new password. **Password Requirements: Password must be a minimum of 7 characters in length, contain at least one upper and lower case letter, and a number.**

Your password has expired, you must change it now.

Login ID:

Current Password:

New Password (at least 7 characters, 1 number and mixed case):

Reenter New Password:

Change

10. Once you have chosen your new password, the following screen will be displayed for you to set up **Forgot Password Questions**. You can choose to answer **ONE or more**.

Setup Forgot Password Questions

There is no record of forgot password questions.

Answer **ONE** or more of the following questions

What is your mother's maiden name?

What is your birth date (mm/dd/yy)?


What high school did you graduate from?

What is your favorite sports team?

Save



11. Once you have saved your answers, you will be directed to login into your new Online Banking Account!



TRINIDAD AND TOBAGO
FIRE SERVICE CREDIT UNION


HomeAccountsTransfersApplicationsServicesMailAlertsLogout

Welcome to Online Banking.

Account Information

My Accounts	Available Balance:	Current Balance:
SHARES		
PREMIUM SAVINGS PLAN		
HOLDING DEPOSITS		

Messages

 0 New Messages

Email Address

Credit Union News

Welcome to TTFSCU's Online Banking Services! If you have any questions, please call 1-868-623-5455.

Be sure to visit our website at <http://www.ttfscu.com/> for more information about other outstanding financial services we offer!

Browser Information

