First Foundation Bank:
Commercial Online and Business Online

FFB Apps and Security Software Setup Guide

### Table of Contents:

Choose Security Software

Our Security Software helps protect your Online Banking and Mobile Banking session.

- Activate it with the software activation key sent by the Bank via secure email or by your Administrator. Your Activation Key is also located under My Settings>>My Profile while logged in.
- Required for Initiating or Approving Wires and ACH Payments; and to add or edit User Access

| Software Type	Advantage	How You Use it	Get the Software
FFB Secure Browser *Best Choice*	Our recommended and highest PC security option, the FFB Secure Browser doesn't require a separate token code. This makes logins and approvals faster.	1. Login with this FFB Secure Browser 2. Approve transactions with your customized passcode 3. Allows different users to login using the same browser installation.	Find the FFB Secure Browser link on the Business Online or Commercial Online Login Page.
FFB Desktop Token	Installed on your PC, it generates a token code to use in your standard browser session.	1. Login with your Internet Explorer, Chrome, Firefox, or Safari browser. 2. Use your FFB Desktop Token code to approve transactions when prompted in your browser.	Find the FFB Desktop Token link on the Business Online or Commercial Online Login Page.
Mobile Token App	Take this portable token wherever you take your mobile or tablet device. It generates a token code to use in your standard browser session.	1. Login with your Internet Explorer, Chrome, Firefox, or Safari browser. 2. Use your Mobile Token App code to approve transactions when prompted in your browser.	Search for "FFB Business Token" in the Apple App Store or Google Play Store.
Mobile Banking App *Mobile Convenience*	Secure banking on your mobile phone or tablet, this app doesn't require a separate token, enables faster logins or approvals, and allows fingerprint and face recognition login.	1. Login with the Mobile App. 2. Approve transactions with your customized passcode. 3. App dedicated to a single user, the phone owner.	Search for "FFB Business" in the Apple App Store or Google Play Store.

First Foundation Bank

How to Download Security Software

1. The Commercial Online login is at https://firstfoundation.olbanking.com/
2. Find the link to download either the:
   - FFB Secure Browser
   - FFB Desktop Token *(coming soon)*
   - FFB File Share *(covered separately)*

3. The Business Online login is at https://firstfoundation.olbanking.com/smallbusiness/
4. Find the link to download the FFB Secure Browser.
   NOTE: The FFB Desktop Token is not available for Business Online.

5. For Mobile or Tablet Apps, go to the Apple App Store or the Google Play Store, search for First Foundation Bank, and install the apps as needed:
   - FFB Business
   - FFB Business Token
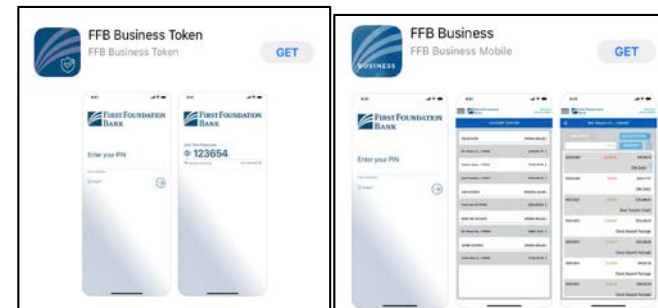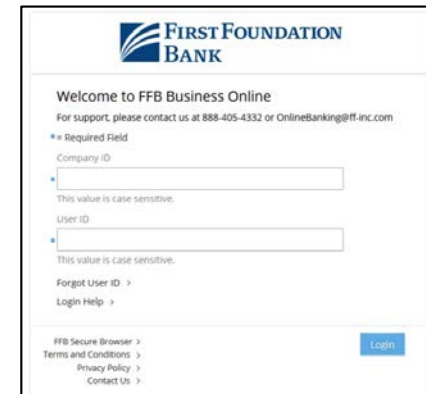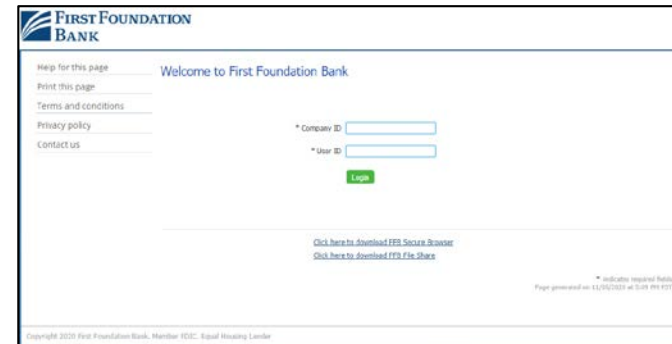
How to Download Security Software – Helpful Tips

1. Windows and Mac are supported. Make sure:
   a. Your Internet Connection is working
   b. Your computer meets the system requirements (the Windows and Mac requirements are on the following pages)
   c. You have administrator rights on you PC or you get help from your Information Technology support resource to install the software.
   d. You have the software Activation Key that you received from First Foundation Bank or your administrator. It may have been sent to you via secure email. For help, call us at (888) 405-4332; option 2 then 4 from 8am to 5pm, Pacific Time; Monday to Friday.
   e. You have saved your work, and quit all your open computer applications. You must restart your computer after your installation.

2. The download file can typically be found in the Downloads folder of your PC.

Windows

Mac
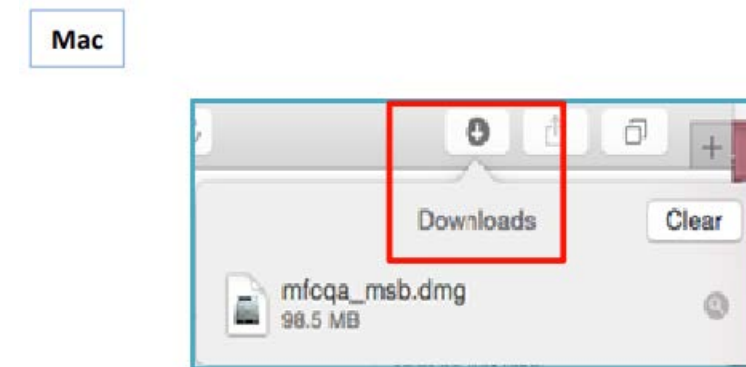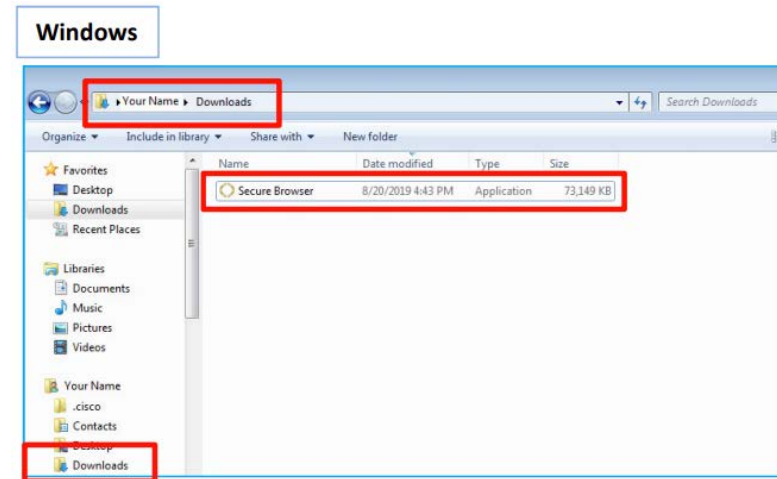
FFB Secure Browser –System Requirements Windows and Mac

Windows System Requirements
- Either a 32 or 64 bit operating system
- Windows 7
  o 1 GHz or more Intel Pentium 4 microprocessor (or later)
  o 2GB of RAM
  o 16 GB (32bit) or 20 GB (64bit) Hard Drive space (minimum)

- **Windows 8, 8.1, and 10**
  o Dual core 2 GHz or more microprocessor
  o Pentium 4 microprocessor (or later)
  o 4GB of RAM (32bit) or 8GB of RAM (64bit)
  o 16 GB (32bit) or 20 GB (64bit) of Hard Drive space (minimum)

Mac System Requirements
  o Yosemite (10.10), El Capitan (10.11), Sierra (10.12), High Sierra (10.13), Mojave (10.14), Catalina (10.15),Big Sur (11.0)
    o 4 GB of RAM (8 GB recommended)
    o 10 GB of Hard Drive Space

- **Keyboard Compatibility**
  o Computers must have a Personal System/2 (PS/2) style or USB Human Interface Device (HID) keyboard installed
  o

No Support Provided for:
- Installing the 64-bit version of Secure Browser on a 32-bit version of Windows.
- Installing the 32-bit version of Secure Browser on a 64-bit version of Windows.
- Windows Server
- Windows Phone or Windows 10 Mobile
- Windows 10 S (preinstalled on 2017 Surface Laptop and Surface Pro hardware)
- Devices with preinstalled encrypted keyboard software (e.g. Surface Pro hardware)
- Note that Simple Remote Desktop Protocol (RDP) and virtual machine installations support Secure Browser in most cases. However, we do not support installing in Remote Desktop Services (RDS, formerly Terminal Services) and multi-user thin-client virtual desktop infrastructure (VDI) environments due to common issues with keyboard encryption, snapshot management and folder redirection, depending on how you configured the environment.

FFB Secure Browser – How to Install for Windows

1. The Commercial Online login is at https://firstfoundation.olbanking.com/ find the link to download the FFB Secure Browser. Locate **FFB Secure Browser** click to start the download.
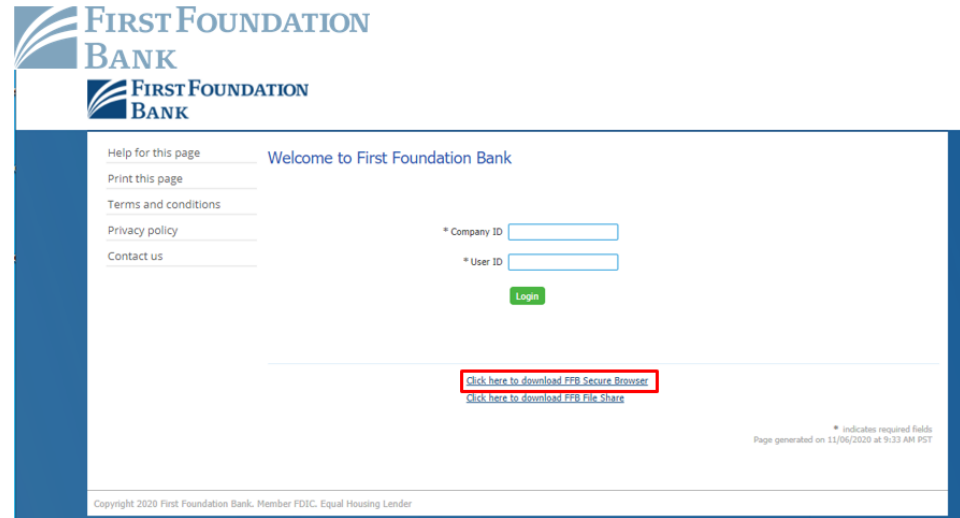
2. For windows PCs, launch the **.exe** file located under **Downloads** (or wherever your browser's default Downloads folder is located), and open the downloaded file.
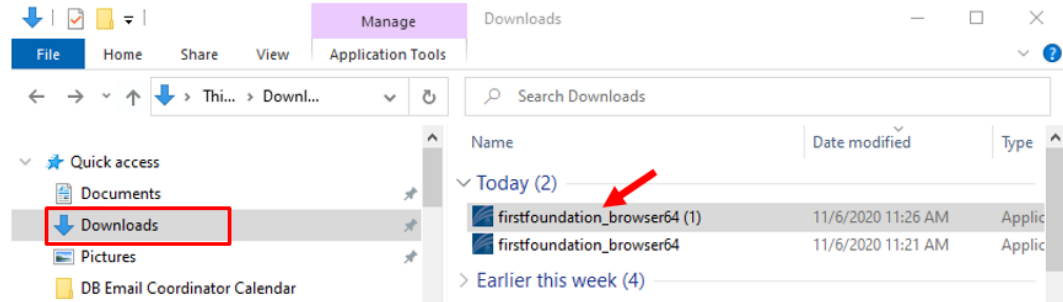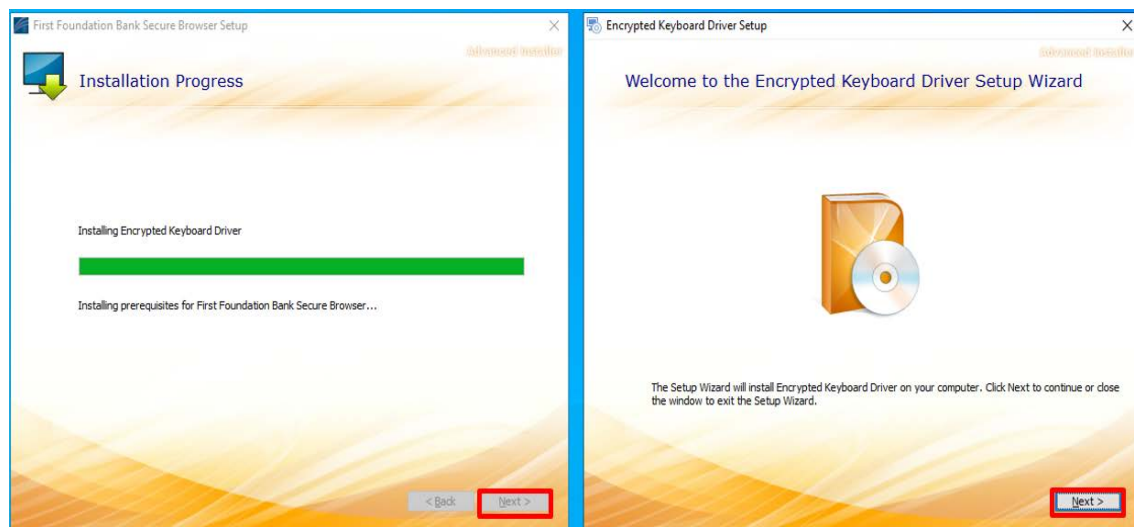
3. Click **Next** for both prompts.

4. If promoted, select **Yes** to allow the program should be allowed to make changes to the PC.
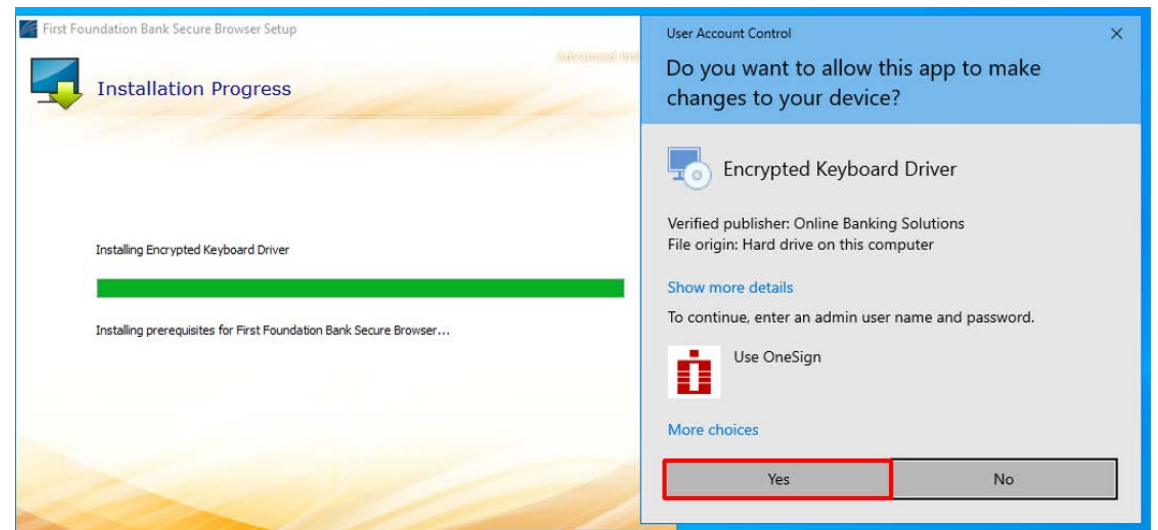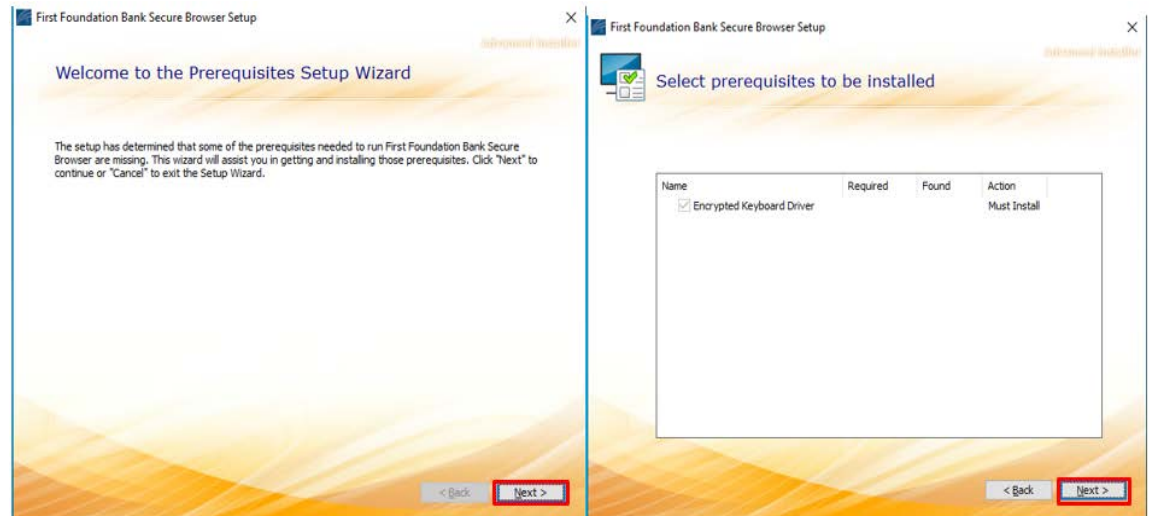
5. Enter your admin login credentials then click **OK**.

   NOTE: If you are not an administrator your IT will need to assist with your install.

6. Select Next on both prompts

7. Click **Close** then a message to restart your PC will appear click **Yes**.

8. After the restart is complete the prompt below will appear, click **Next**.
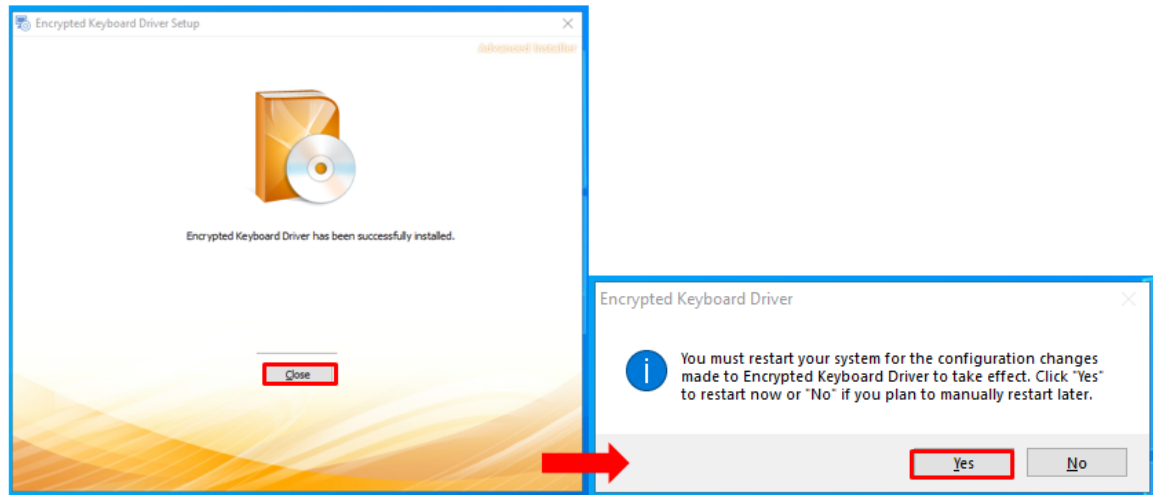
9. Choose the file installation location. Keep the suggested location or select browse to install at a different location. Click **Next** then **Install**.

Install my take a few minutes to complete.

Restart your computer once complete.
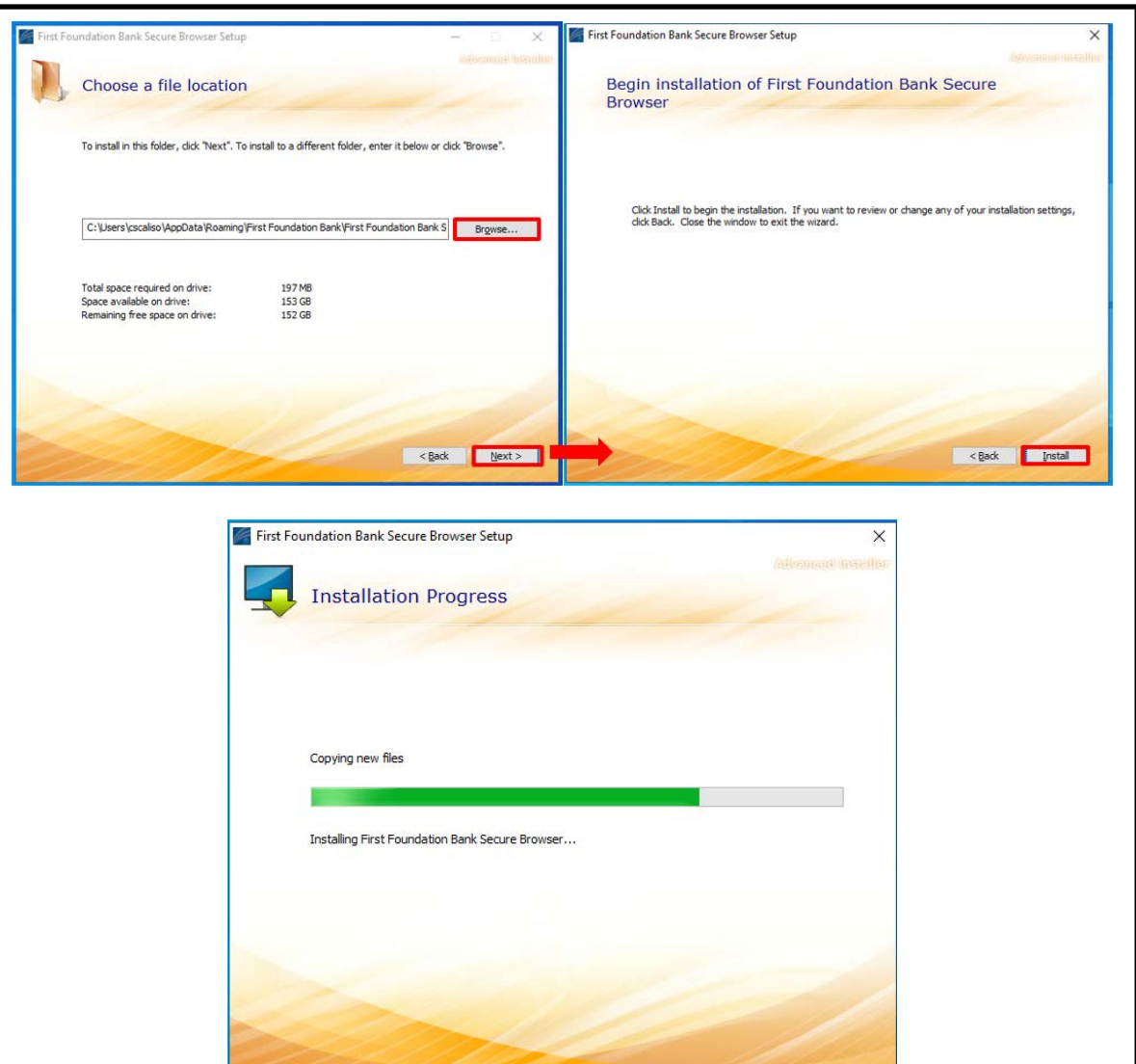
FFB Secure Browser – How to Install for Mac

1. For Mac, find the installer program wherever you saved it your computer, typically in the **Downloads** folder	
2. Drag and drop the secure browser icon onto your **Applications** folder	
3. A progress bar will display	
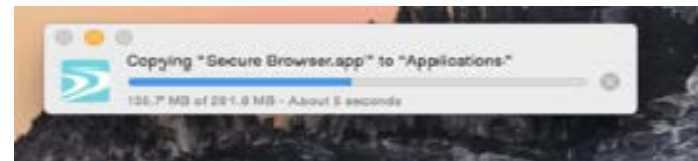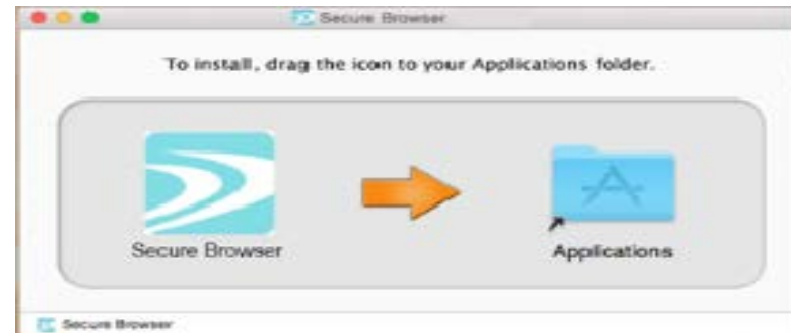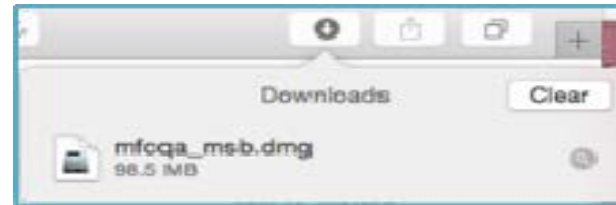
4. Locate and launch the secure browser in your **Applications** folder.

5. If prompted, confirm the secure browser is allowed to download by selecting **Open.** Now you will activate your software (instructions on the following pages).

FIRST FOUNDATION BANK
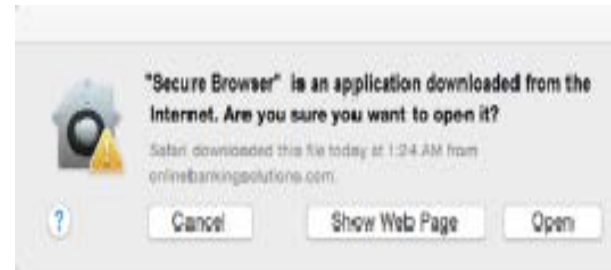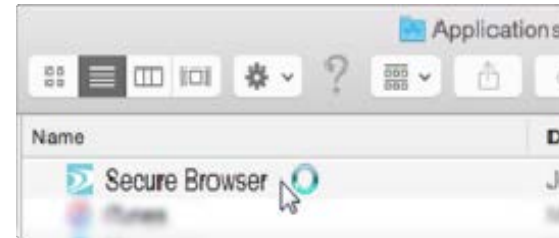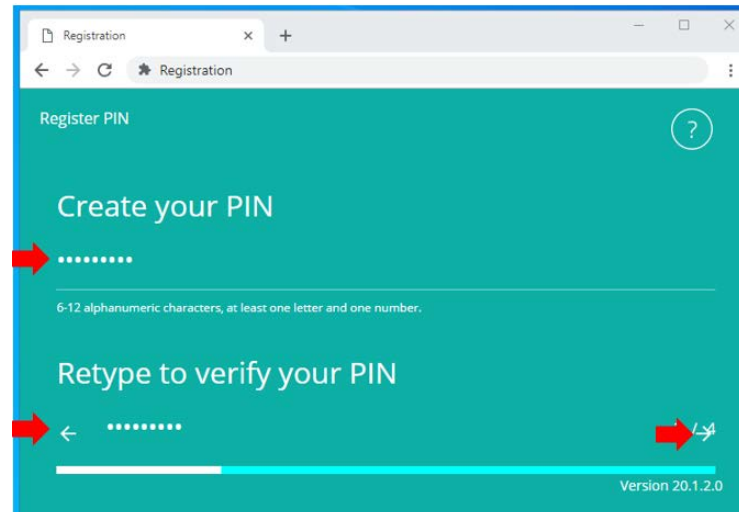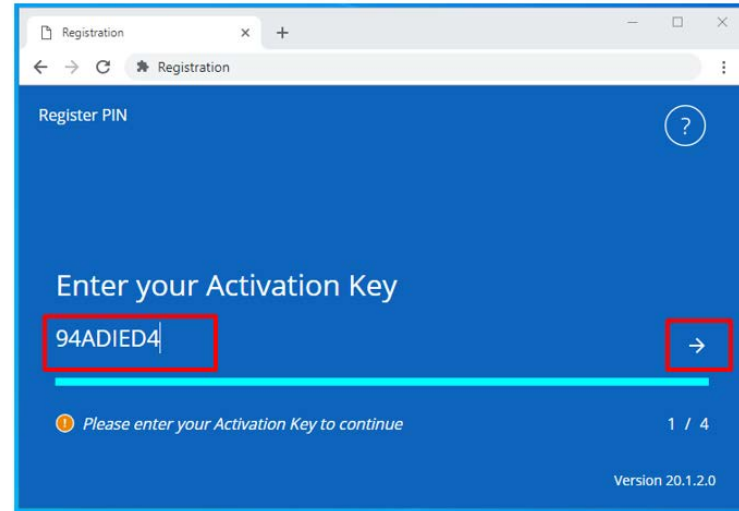
FFB Secure Browser – How to Activate

1. Locate the FFB Secure Browser installed program icon or shortcut and launch the application. The FFB Secure Browser will start.	
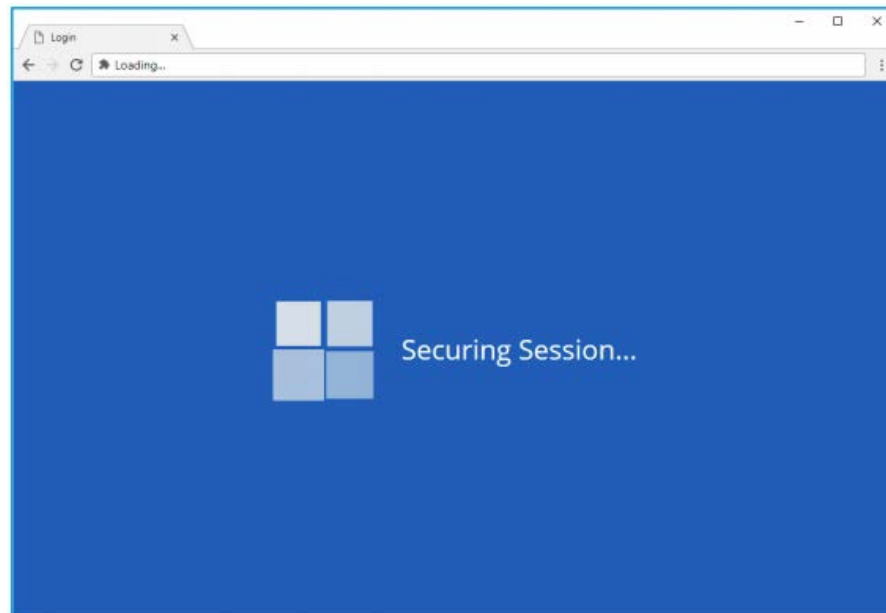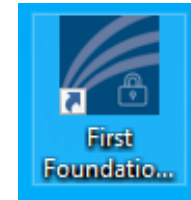
2. To **Enter Your Activation Key**, locate the 8 digit alpha-numeric code (not case sensitive) that was either sent by the Bank via Secure Email, or it was given to you by your company administrator. You can also find your activation in your online banking profile under My Settings> My Profile. If you cannot locate your code, contact your company administrator or call us at (888)405-4332 Ext. 2 from 8am to 5pm, Pacific Time Monday to Friday.

3. Click the **right arrow** to continue.

4. Create your 6-12 alphanumeric PIN that works like a password. You will use this to login using the FFB Secure Browser, and to verify or approve wire, ACH, and user administration transactions.

5. Select the **right arrow** to continue.
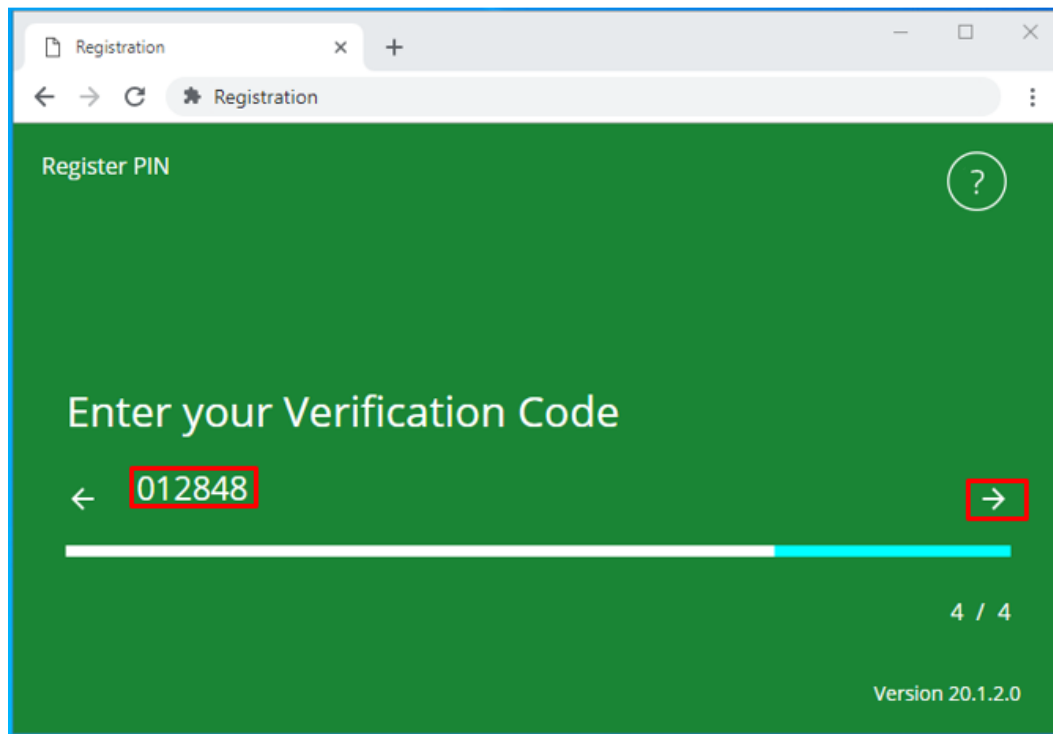
6. Select to receive a verification code via email and select the **right arrow** to continue.
NOTE: Email delivery is the only option available if you have not yet activated SMS.

7. Locate the email verification and retrieve the verification code.
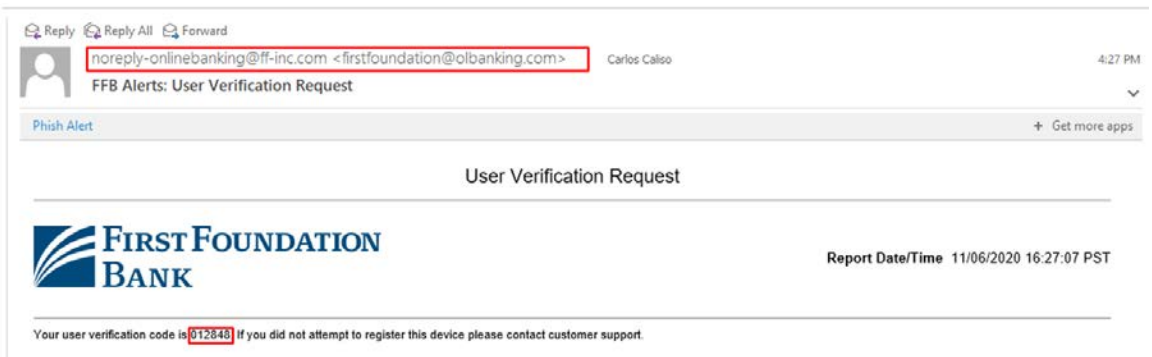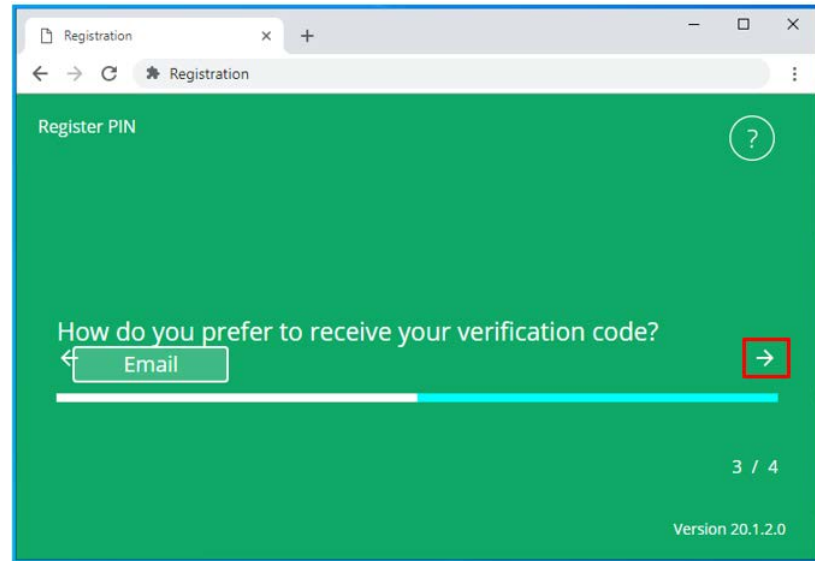
8. Enter the **verification code** then click on the **right arrow** to continue. Installation and registration are now complete.

FFB Secure Browser – How to login

Login to the First Foundation Bank FFB Secure Browser to ensure the PIN created works properly. Client can use the FFB Secure Browser sight for all banking needs.

1. Locate the **First Foundation Bank FFB Secure Browser** on your Desktop. Click to open.

2. Enter the **6-12 PIN** you created to login and access your online services.
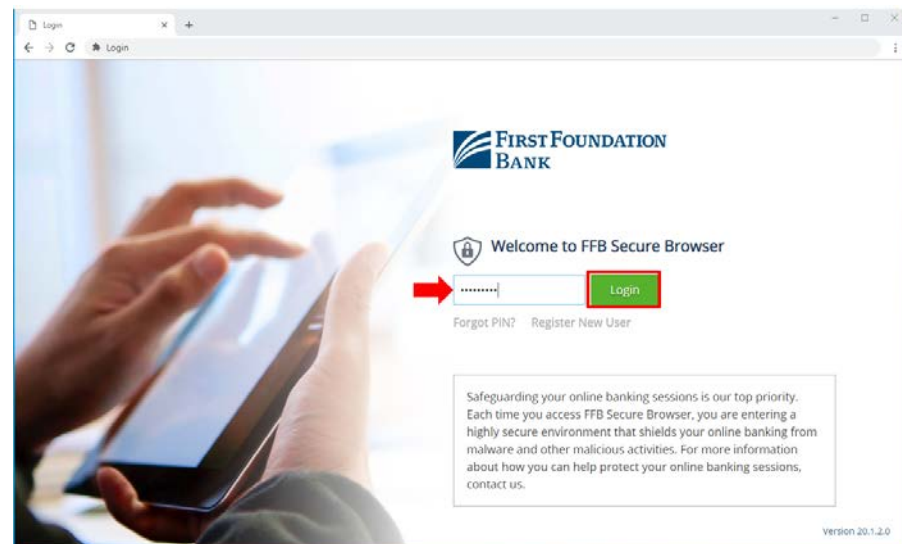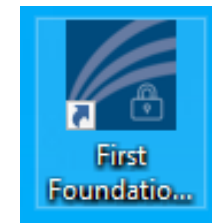
When you successfully log in with the FFB Secure Browser, you will arrive at the Secure Apps page where you can select the links to your services, including Business Online or Commercial Online where you will do most of your banking. Additional websites where you may also conduct your banking are available on the Secure Apps page.

Additional apps will be available if you have Positive Pay, Remote Deposit Capture, or Lockbox. (Bill Pay will be available Q1 2021)

Each service will open new tab in the browser.
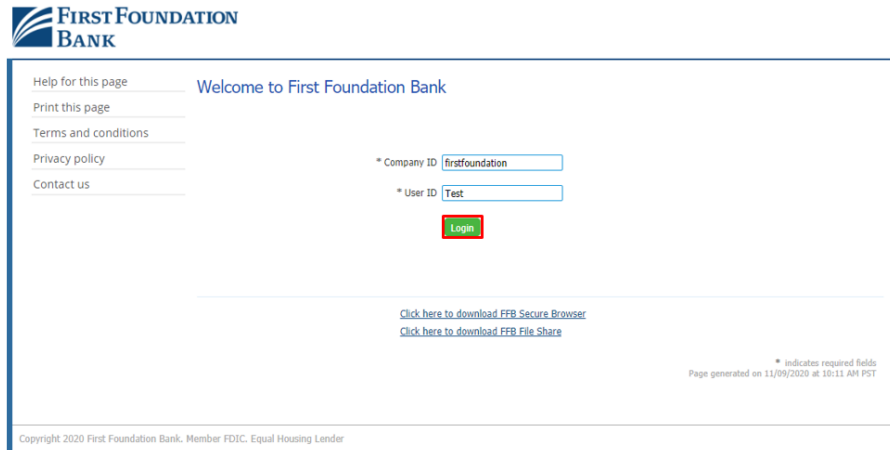
Select the X on the browser tab to close that app or select Logout My Apps from the main page to quit your entire session.
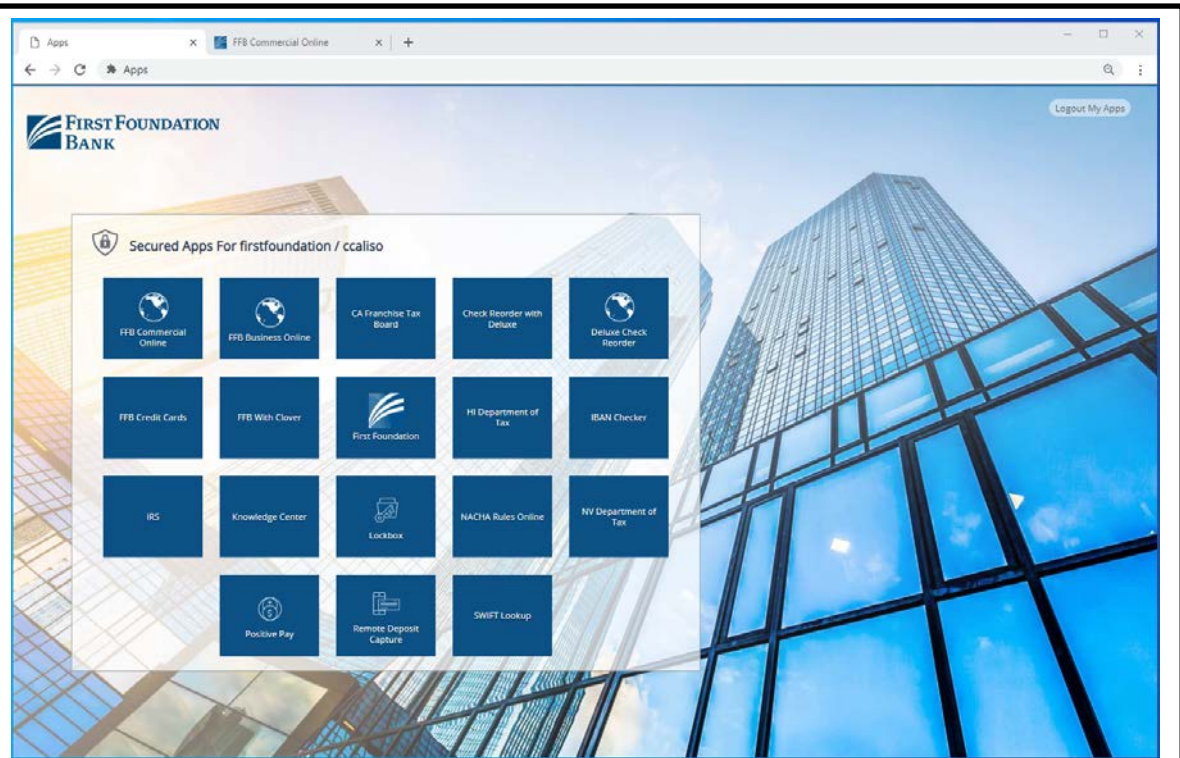
FFB Desktop Token – How to Enable

1. Login to First Foundation Bank, enter **Company ID** and **User ID** then click **Login**.

2. Enter your **Password** the click **Login**.
NOTE: If you do not recognize the image selected either the Company ID is incorrect or User ID. Click Cancel to go back.

3. Select **My Settings** then click Software Token Client.

4. Select hyperlink **Click here to download Token Client** then click **Run** on the bottom prompt.

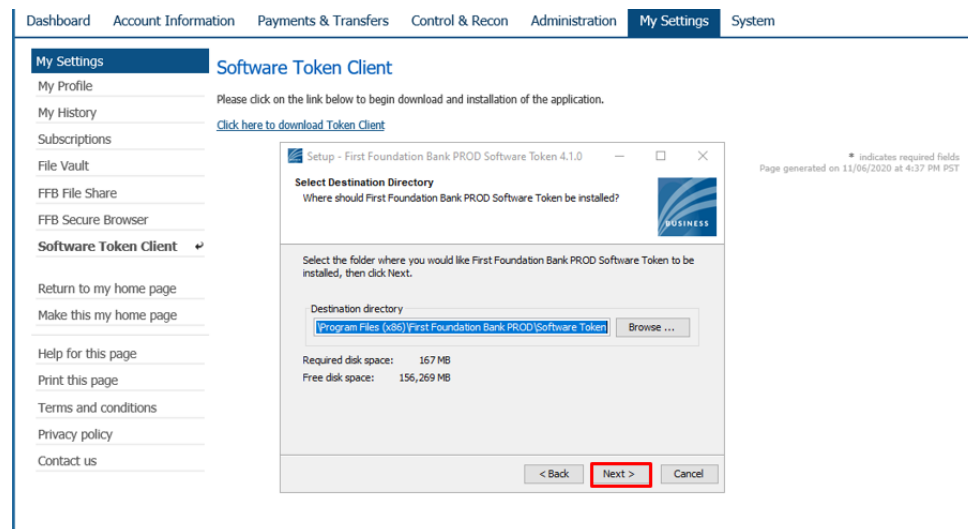5. Click on **More Info** to expand.

6. Click on **Run anyway**.
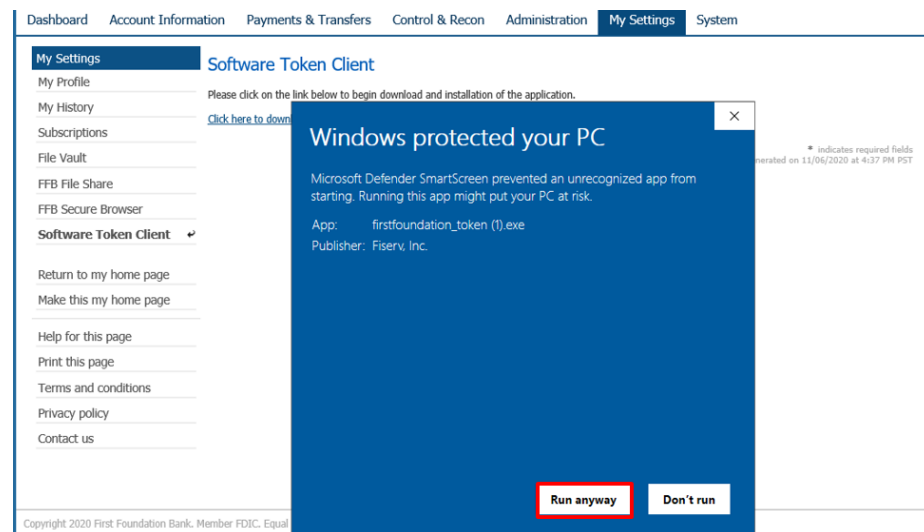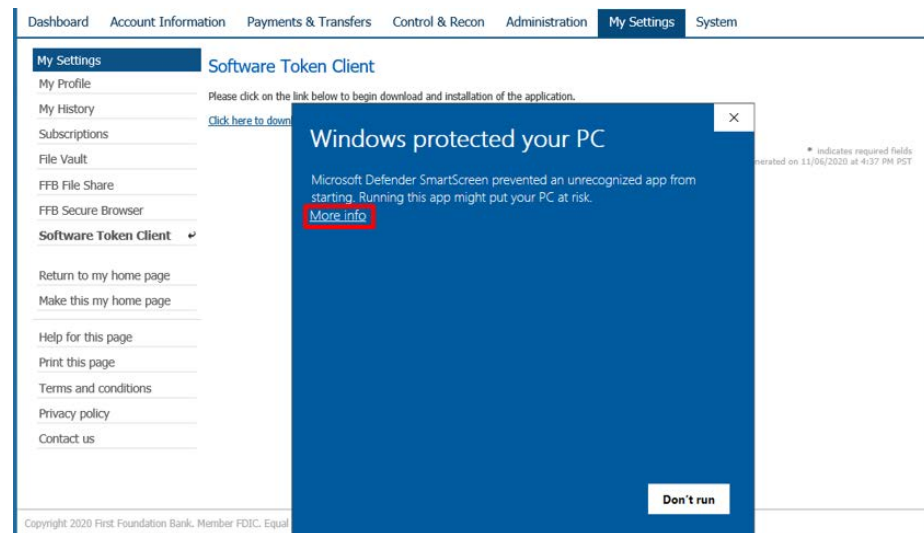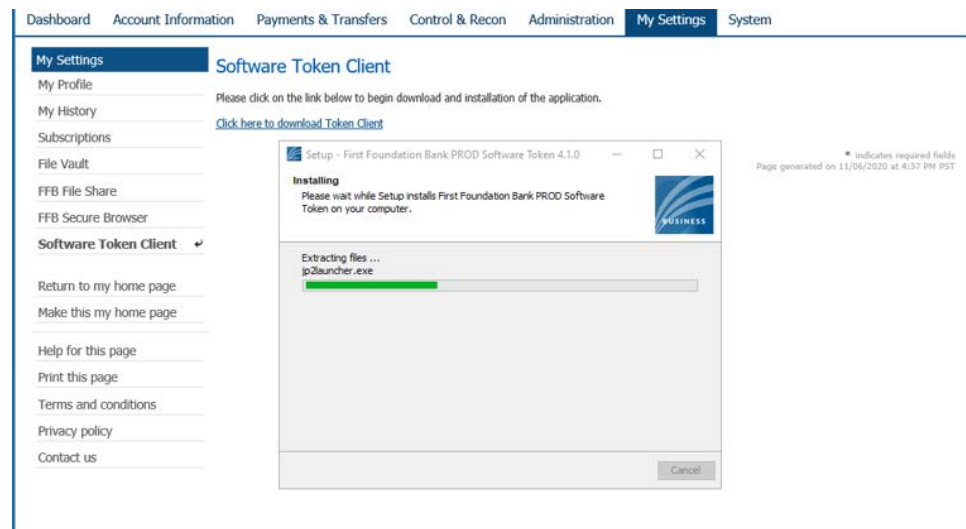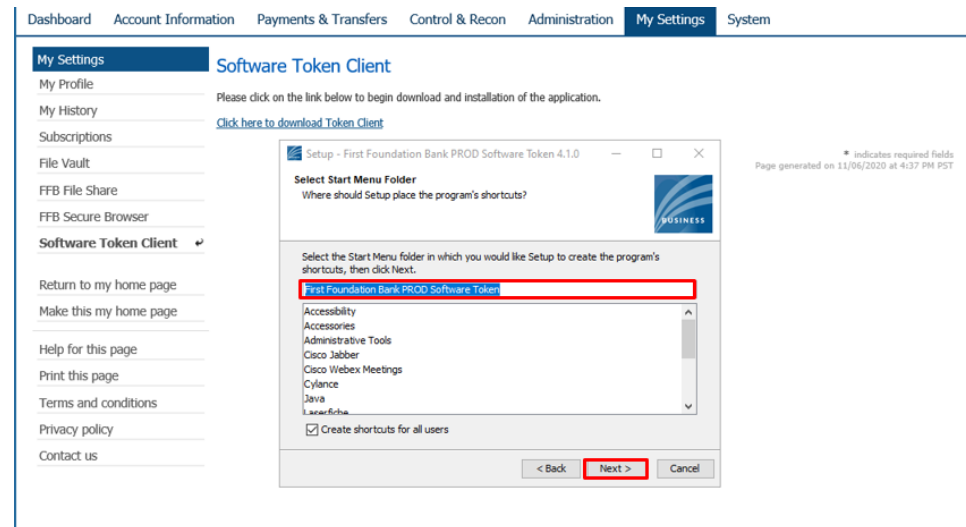
7. When prompted click Next.
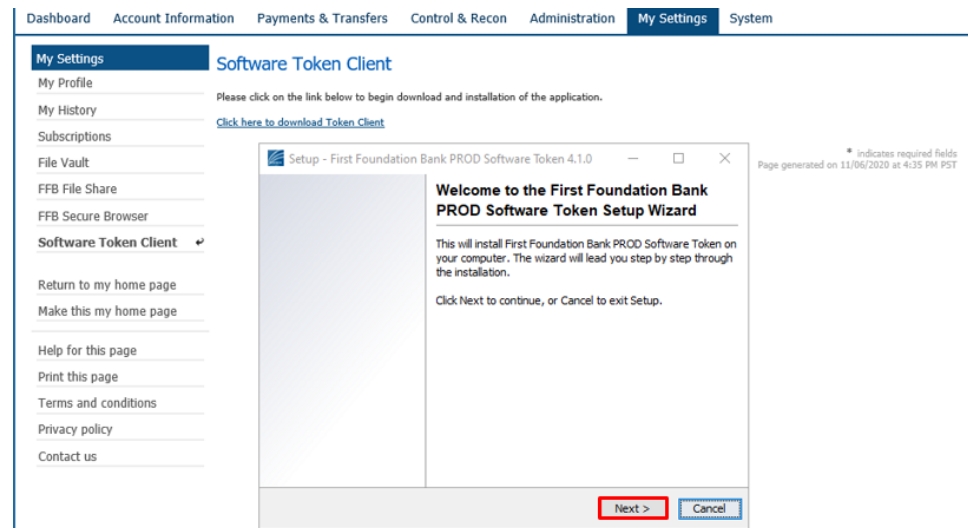
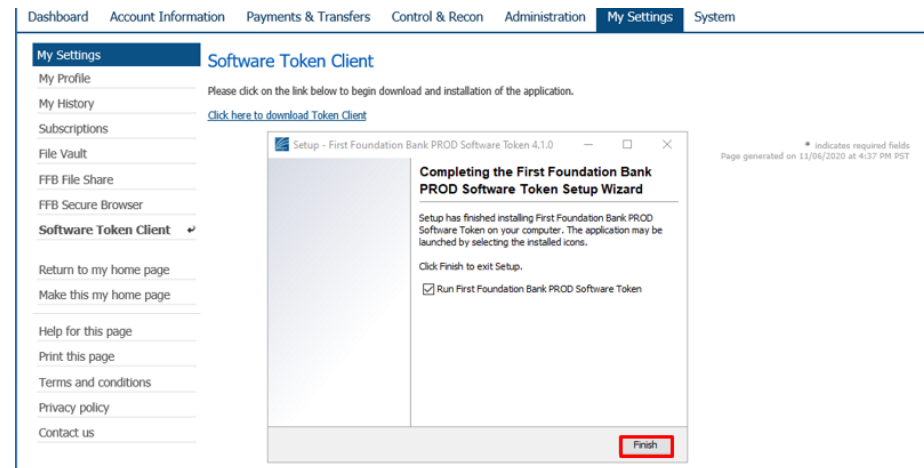8. Do **not** change the Destination directory click **Next**.

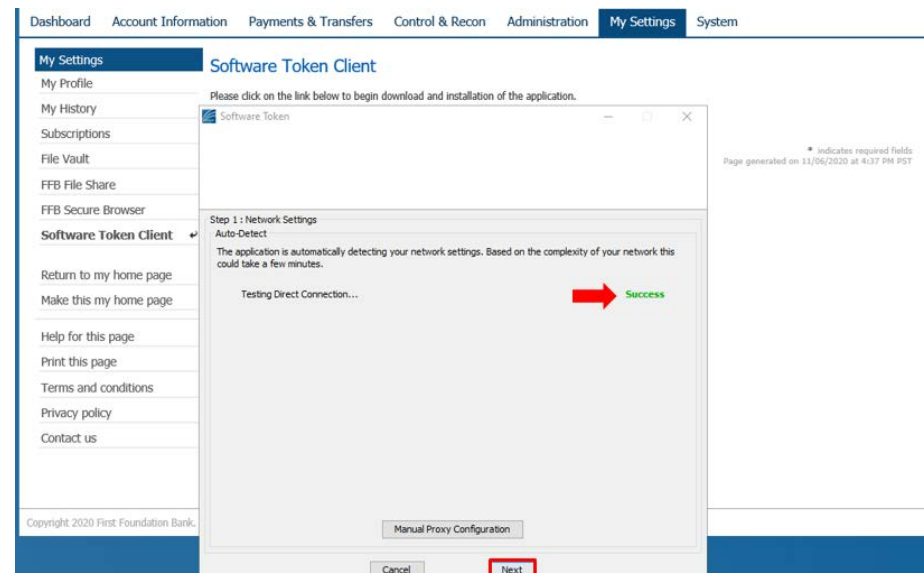9. Search for **First Foundation Bank PROD Software Token** then click **Next**.

Allow for the installation to complete.

10. Click the box Run First Foundation Bank PROD Software Token the click **Finish**.

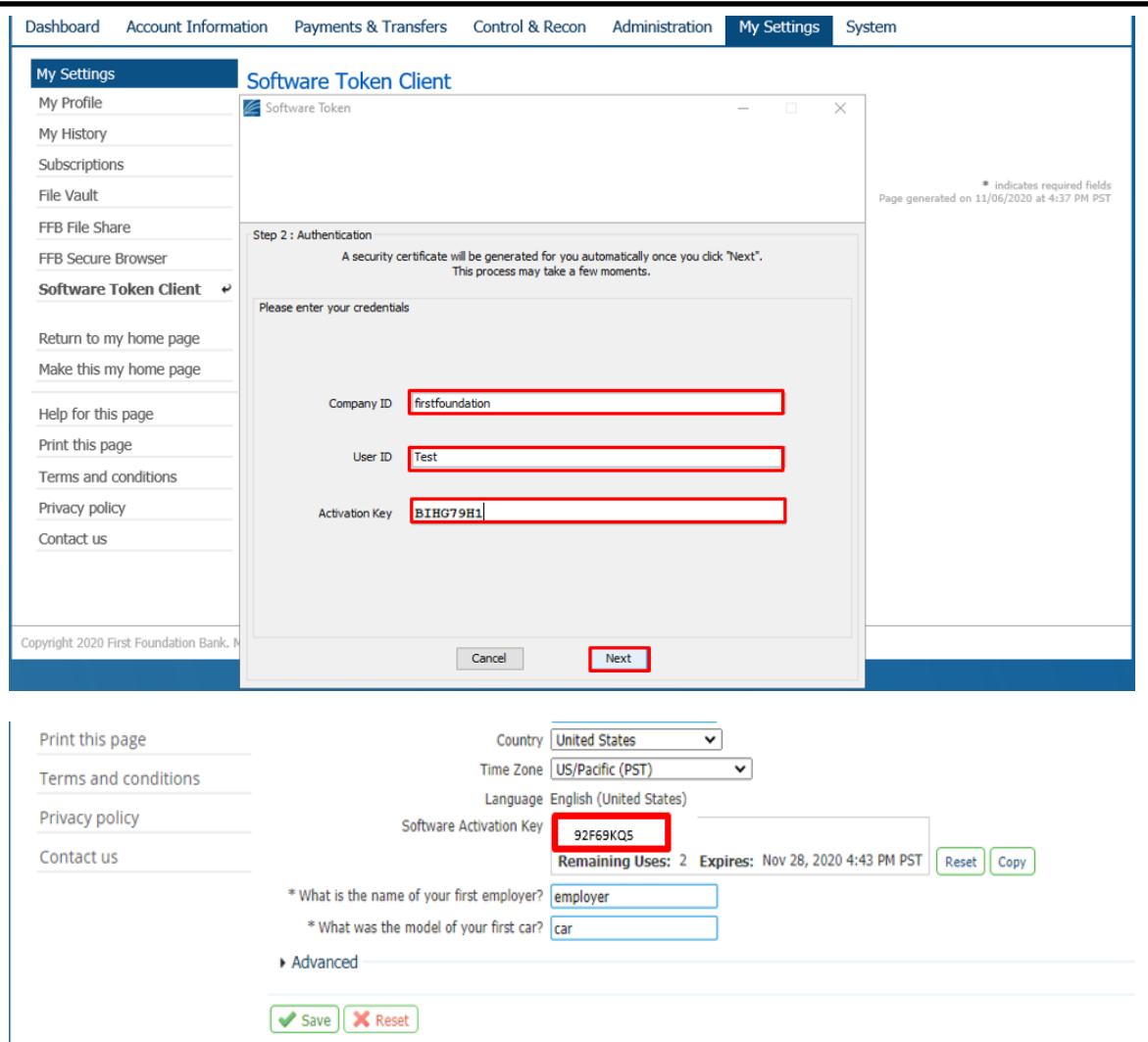11. *Success* prompt will appear then click **Next**.

12. Enter Company ID, User ID and Activation Key.

Reminder:

How to locate Activation Key?

a) Login to your online profile, click **My Settings** then select **My Profile**.

b) Scroll down to **Software Activation Key** the key code will be inside the box.

Dashboard   Account Information   Payments & Transfers   Control & Recon   Administration   **My Settings**   System

My Settings
My Profile
My History
Subscriptions
File Vault
FFB File Share
FFB Secure Browser
Software Token Client ↵

Return to my home page
Make this my home page

Help for this page
Print this page
Terms and conditions
Privacy policy
Contact us

Software Token Client

* indicates required fields
Page generated on 11/06/2020 at 4:37 PM PST

Software Token

Step 2 : Authentication

A security certificate will be generated for you automatically once you click "Next".
This process may take a few moments.

Please enter your credentials

Company ID   firstfoundation

User ID   Test

Activation Key   BIHG79H1

Cancel   Next
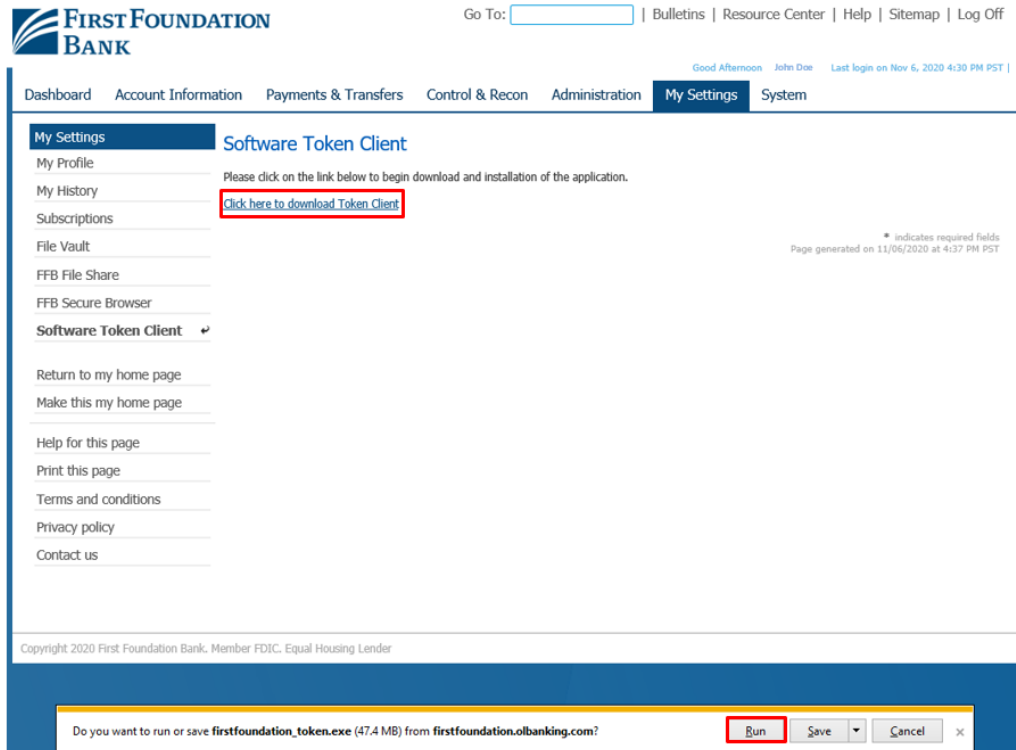
Copyright 2020 First Foundation Bank. N

Print this page
Terms and conditions
Privacy policy
Contact us

Country   United States
Time Zone   US/Pacific (PST)
Language   English (United States)
Software Activation Key   92F69KQ5

Remaining Uses: 2 **Expires:** Nov 28, 2020 4:43 PM PST   Reset   Copy

* What is the name of your first employer?   employer
* What was the model of your first car?   car

▸ Advanced

✔ Save   ✗ Reset

13. on *step#1*. Enter your preferred name for this PC as the token name.

14. on *#2*. Click on **Launch M-Secure Keyboard** and a virtual keyboard will appear. Enter your **PIN code** that you created then click **Enter** on the virtual keyboard.

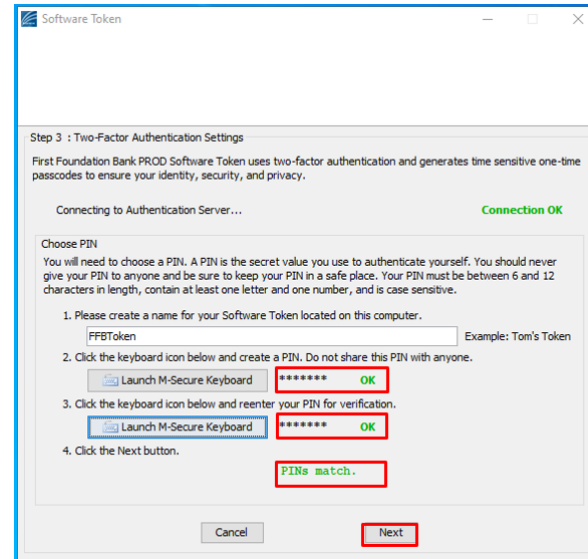NOTE: You must use the virtual keyboard with your mouse or touchscreen not your physical keyboard.
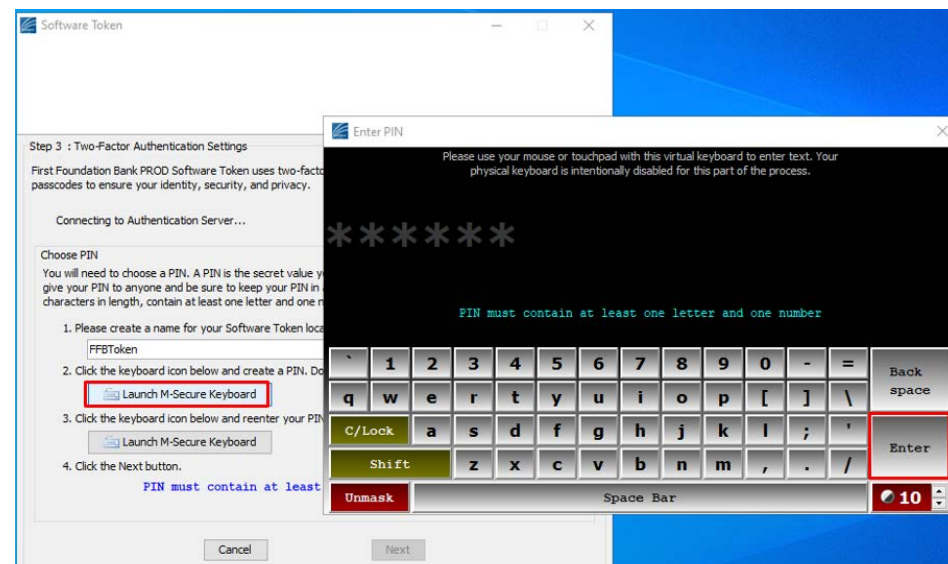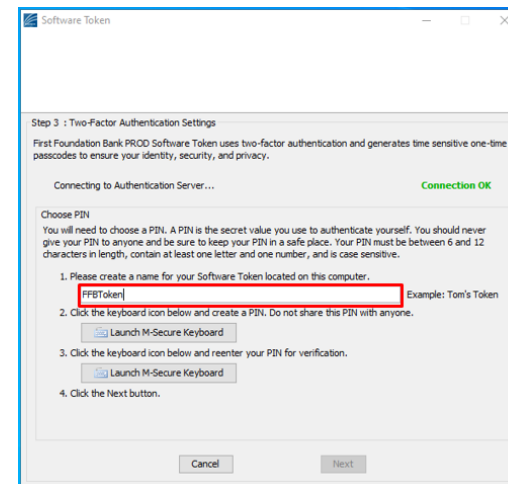
Asterisks and OK prompt will appear next to Launch M-Secure Keyboard once the password is entered successfully.

15. on *#3*. Select the second **Launch M-Secure Keyboard** and repeat the process. Re-enter the same **PIN** using the virtual keyboard, then click **Enter**.
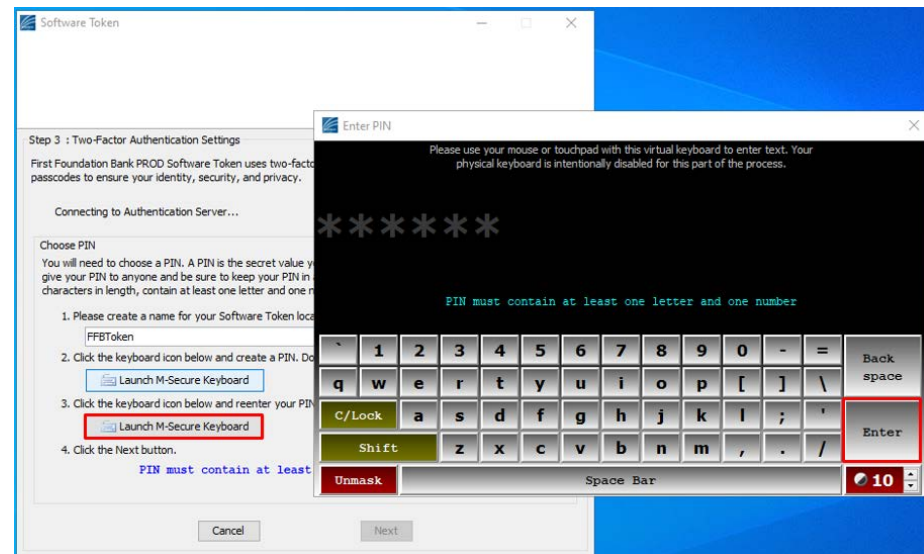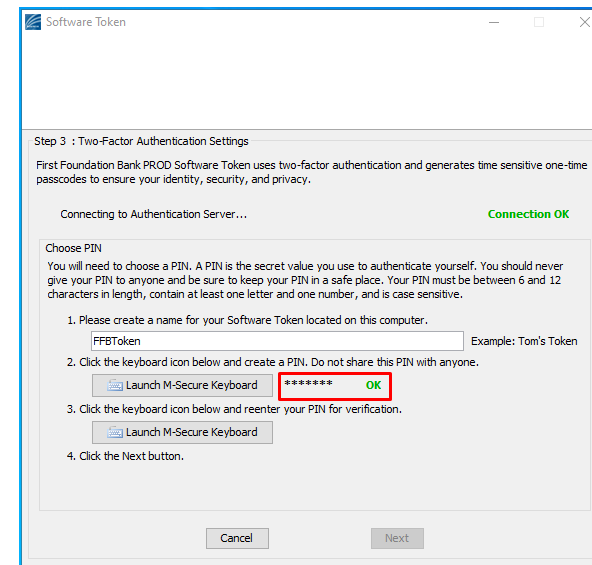
16. Once all three steps are completed a notification that both PIN's match will appear then click **next**.

17. Enter the answer to your security questions, then click **Next**

![First Foundation Bank logo]

How to locate security questions?

a) Login to your online profile, click **My Settings** then select **My Profile**.

b) Scroll down and both security questions and answers will be listed.

c) If unable to locate, contact your company admin or First Foundation Bank.

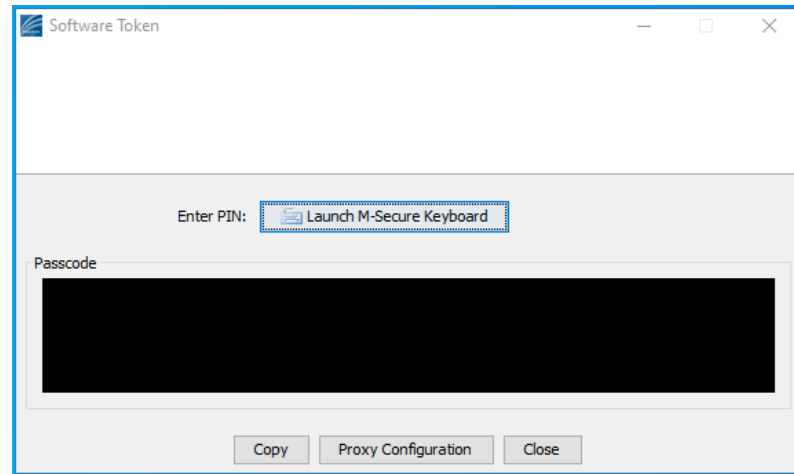Once you successfully setup the FFB Desktop Token, it will be ready to use. This is the opening Screen.

Privacy policy

Contact us

Software Activation Key: 9AF49QK4
Remaining Uses: 3 Expires: Nov 28, 2020 4:43 PM PST [Reset] [Copy]

* What is the name of your first employer? [Test]
* What was the model of your first car? [Test]
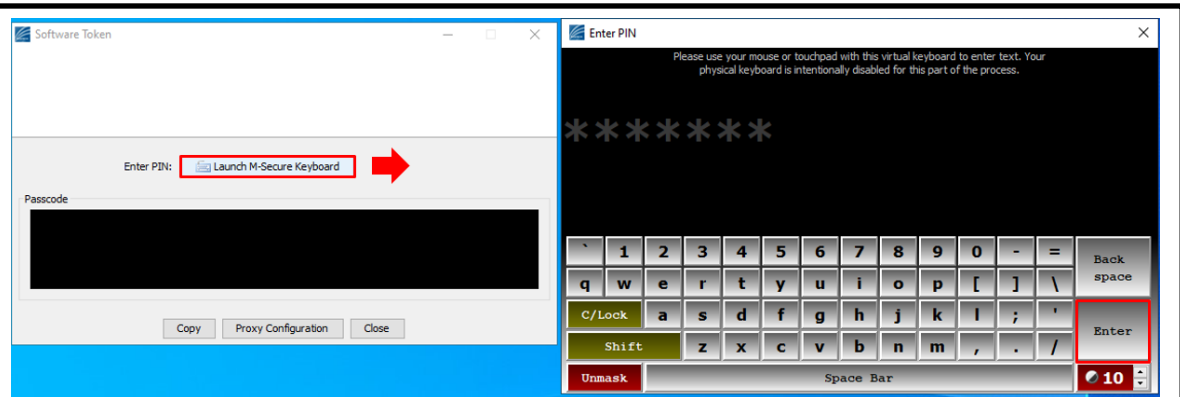
▸ Advanced

[✔ Save] [✖ Reset]

Software Token
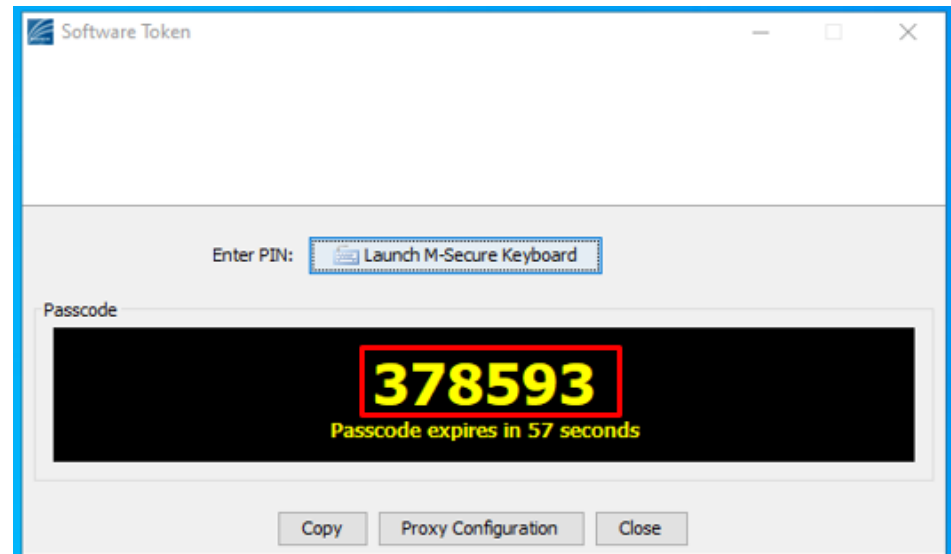
Enter PIN: [⌨ Launch M-Secure Keyboard]

Passcode

[Copy] [Proxy Configuration] [Close]

FDIC

FFB Desktop Token – How to Use and Generate a Passcode

1. Click on Launch M-Secure Keyboard and enter the PIN you created.
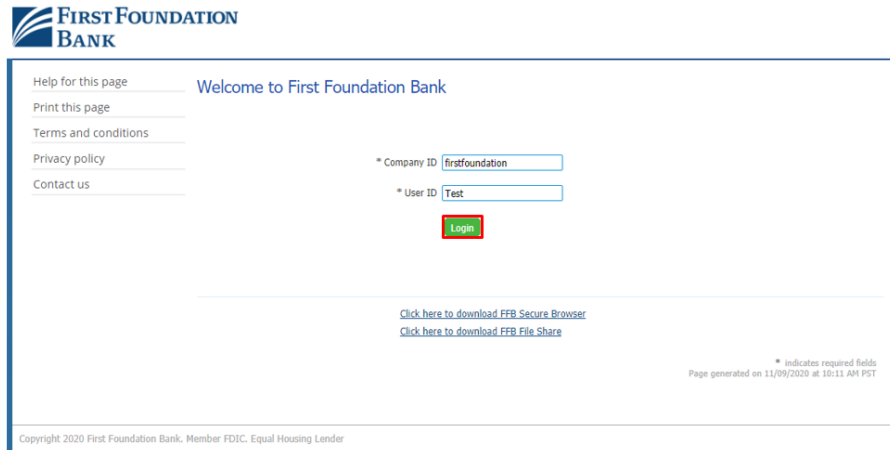
2. Notate the Passcode

SMS - Registration

1. Login to First Foundation Bank, enter **Company ID** and **User ID** then click **Login**.

2. Enter your **Password or PIN** then click **Login**.

NOTE: If you do not recognize the image selected either the Company ID is incorrect or User ID. Click Cancel to go back.

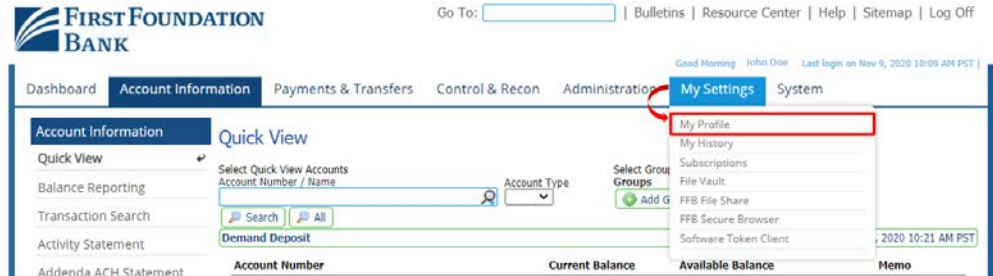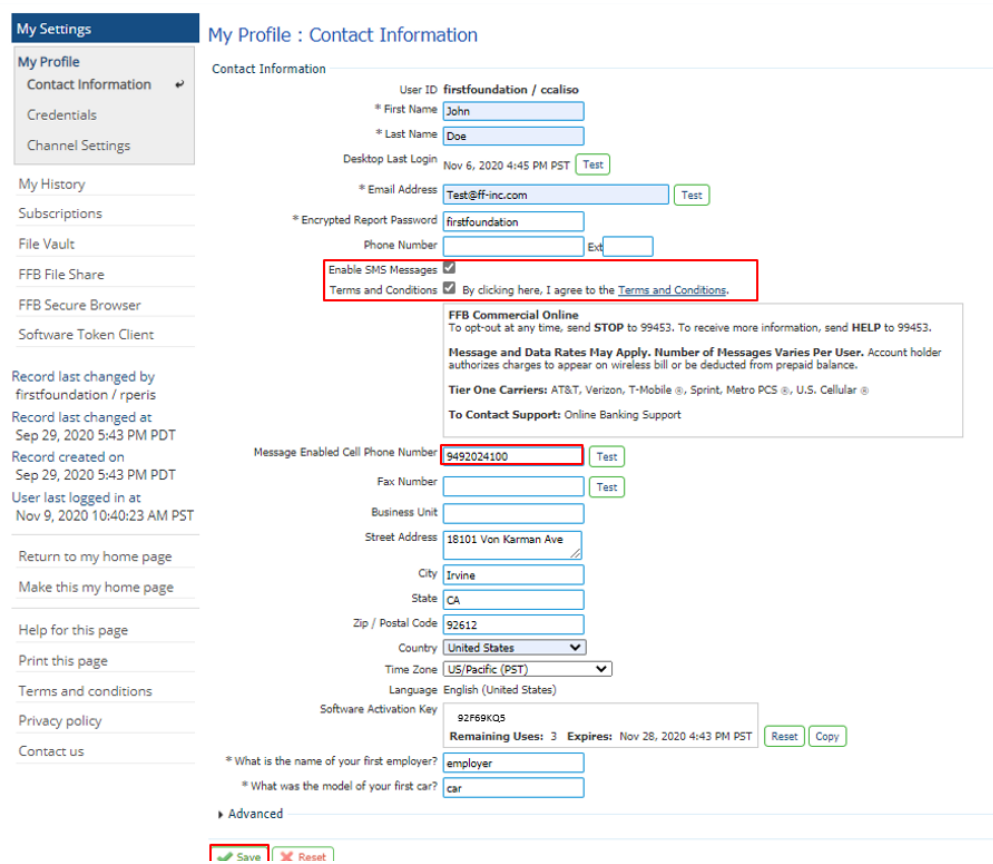3. Select **My Settings** then click **My Profile**.

4. Check the box for **Enable SMS Messages** & **Terms and Conditions**. Enter your cell phone number under **Message Enabled Cell Phone Number.** Click **Save**.

5. You will receive a text message:
"FFB Alerts. Msg&data rates may apply. Please respond 'FFB ENROLL (Your 6 digit code)' to subscribe. Reply 'FFB HELP' for help."

6. Reply back to the text message with FFB ENROLL (Your 6 digit code) to finish enrollment.

7. Once enrolled, you may opt in for SMS notifications under My Settings > Subscriptions
   o *Out of Band preferences can be updated under the Out of Bank Authorization subscription.*

FFB Business Mobile & FFB Business Token – Where to Download

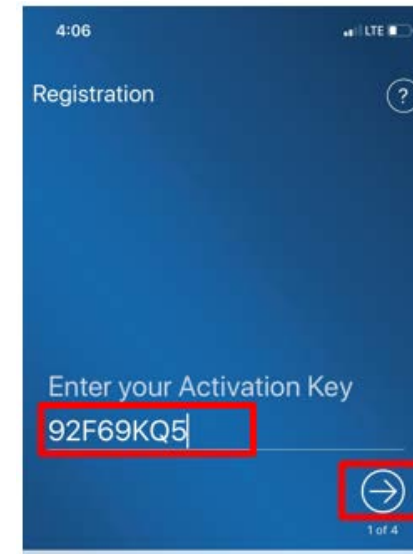| Minimum Requirements	Apple / iOS
	- iPads and iPhones running iOS 10 or newer - Note that only the most recent major iOS release is supported. For example, if the last version of iOS 10 were 10.3.3, iOS 10.2 would not be supported Google / Android - OS 5 or newer 1.2 GHz dual core Chip or better 1 GB or more of RAM
1. Go to the Apple App Store or the Google Play store and search for "First Foundation Bank" or: **FFB Business Token** **FFB Business** 2. Download and install the Apps	
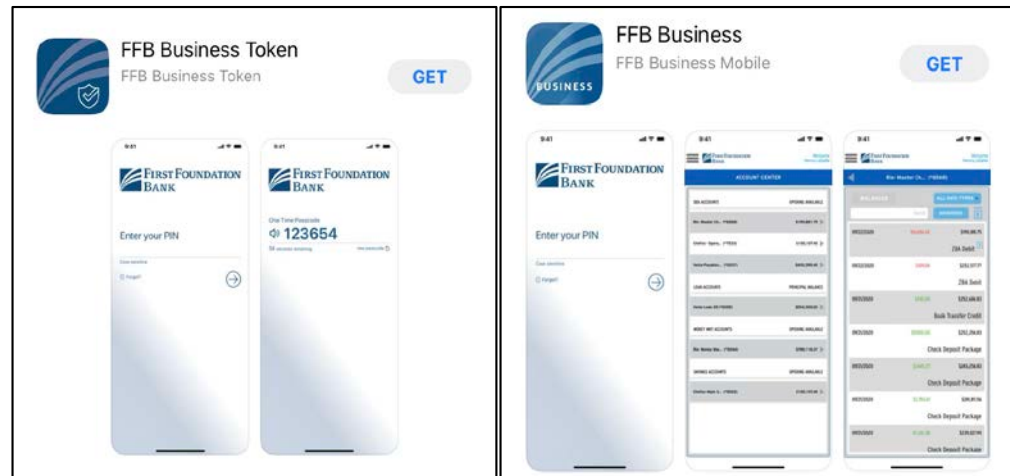
FFB Business Mobile & FFB Business Token – How to Register and Activate

The Activation process is the same for the Banking App and the Token.

1. Open the token app, and you will be prompted to **Enter Your Activation Key**. Click the **right arrow** after activation key is entered.

How to locate Activation Key?
  c) Login to your online profile, click **My Settings** then select **My Profile**.
  d) Scroll down to **Software Activation Key** the key code will be inside the box.

4:06   LTE

Registration   (?)

Enter your Activation Key

92F69KQ5

(→)

1 of 4

Help for this page	State: CA
Print this page	Zip / Postal Code: 92612
Terms and conditions	Country: United States
Privacy policy	Time Zone: US/Pacific (PST)
Contact us	Language: English (United States)

Software Activation Key: 92F69KQ5
Remaining Uses: 2   Expires: Nov 28, 2020 4:43 PM PST   [Reset] [Copy]

* What is the name of your first employer? employer
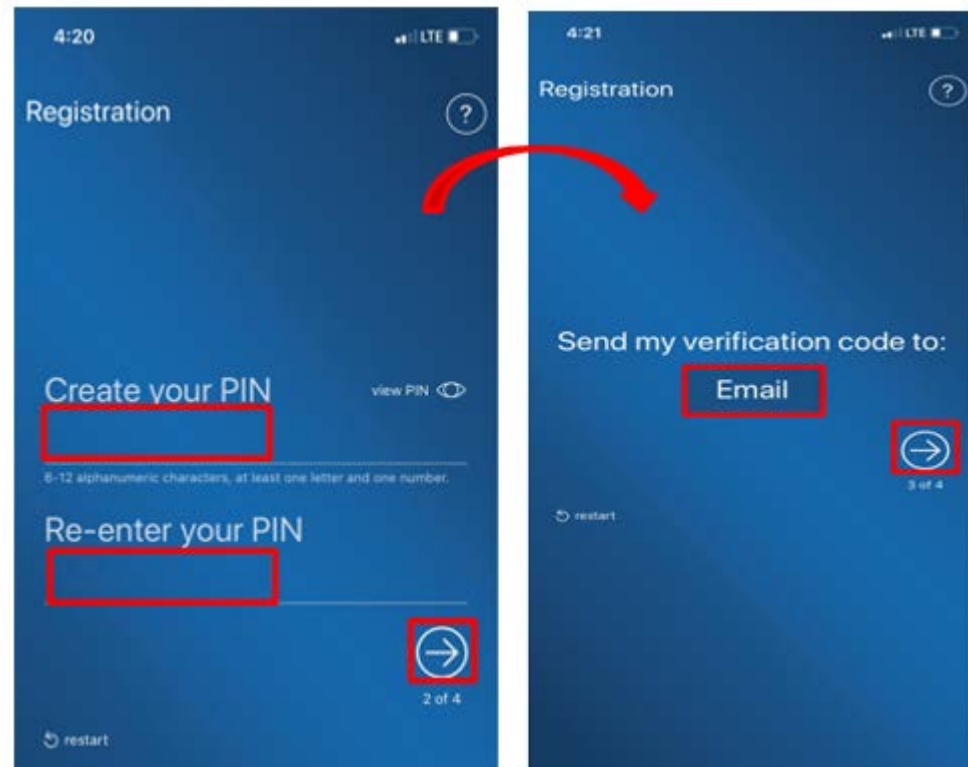* What was the model of your first car? car

▸ Advanced

[✔ Save] [✗ Reset]

2. Create your PIN and re-enter. Click the right arrow.

3. Retrieve verification code via email (or SMS if enabled) and select the right arrow to continue.
(Only select SMS if you know that you have already enrolled to SMS Text)

4. Locate the email and retrieve the verification code.
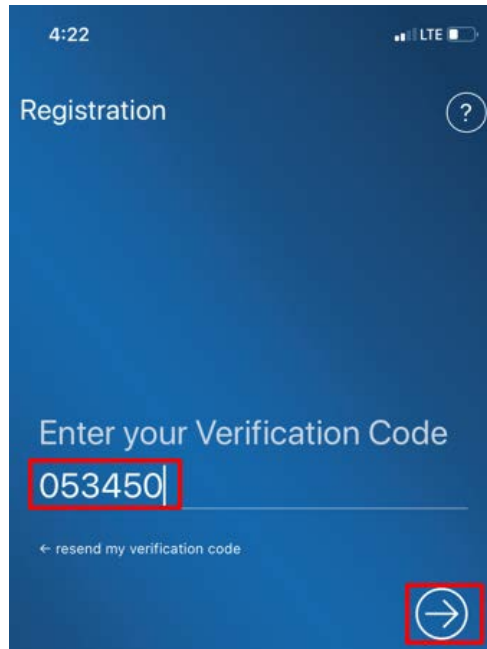
5. Enter the **verification code** then click on the **right arrow**. Success prompt will appear. Your registration is complete.