



# Secure Browser Commercial Online Login Guide

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Welcome to First Foundation Bank's Commercial Online Banking.

This guide will provide initial login instructions along with steps on how to receive your One-Time Passcodes via SMS text message.

Please reference welcome emails for login credentials and links to your login page.

[Click here for initial login and setup Out-of-Band\\* for Treasury Management Services \(ACH, Wire, etc\)](#)

[Click here to Update Out-of-Band Authorization method to SMS](#)

*\*(Desktop and Mobile Token also available (see FFB Apps and Security Software Installation Guide for full details))*

# Initial login for Commercial Online

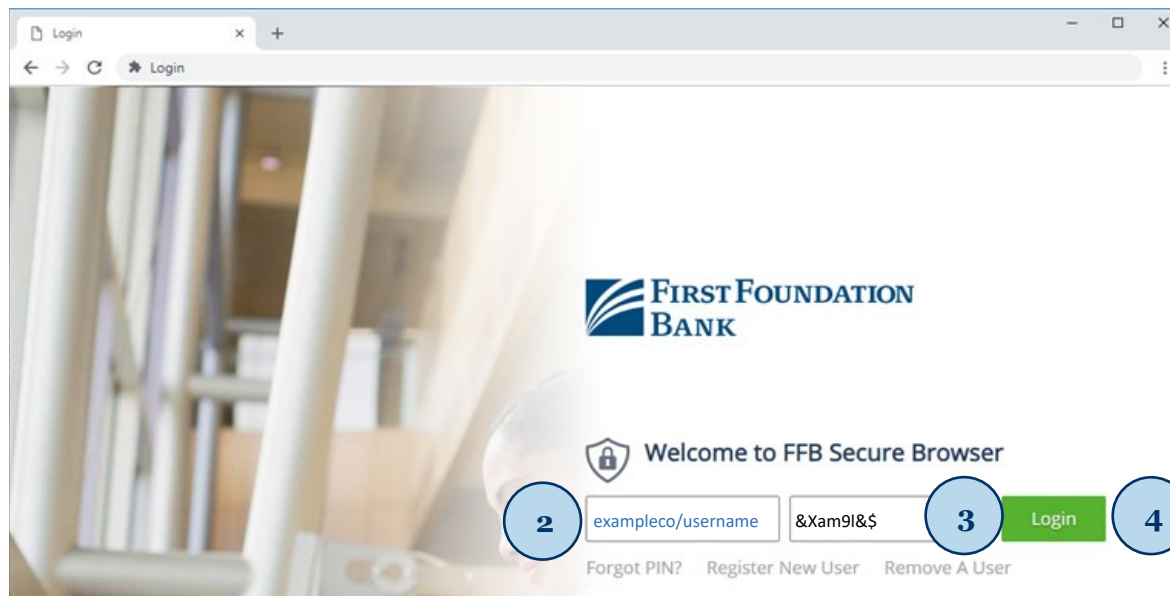
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To login to First Foundation Bank, please follow the steps below:

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



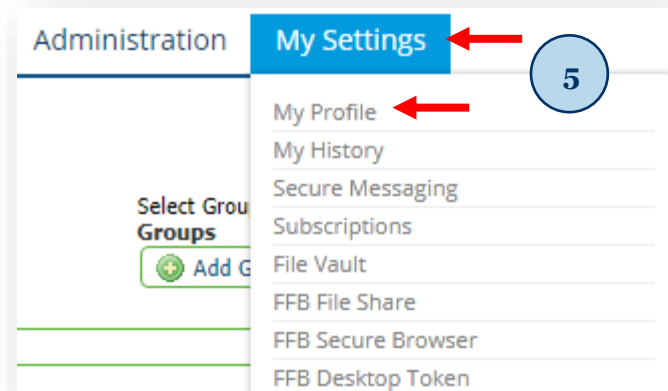
2. Select the **CompanyID/UserID**
3. Enter the **6-12 digit PIN** you created while setting up your secure browser with your Activation Code
4. Click on **Login**



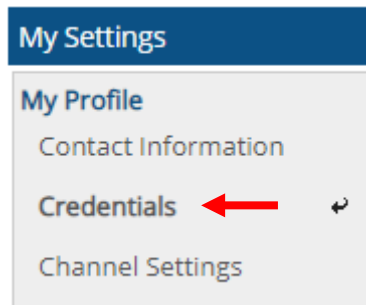
5. From the Secured Apps Dashboard find the **FFB Commercial Online** app and click to select



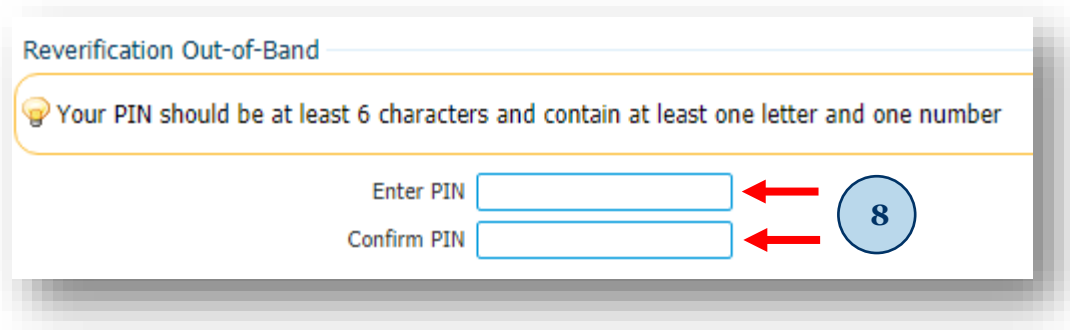
6. On the far right of the header bar click on **My Settings** and then on **My Profile**



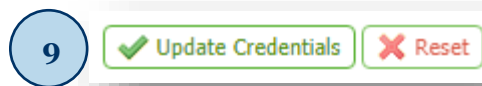
7. On the far left underneath **My Settings** section click on **Credentials**



8. Enter **6-12 digit PIN** in both boxes



9. Scroll to the bottom of the page and click Update Credentials



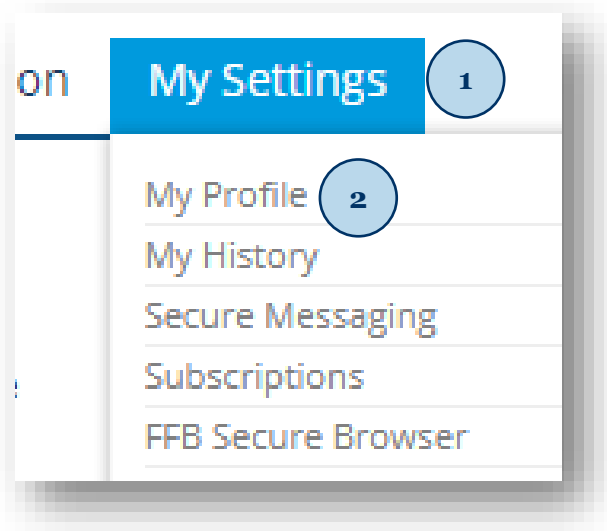
## Update Out-of-Band Authorization method to SMS (optional)

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To update how you receive your one-time passcode method to SMS, please follow the steps below:

After you have logged in click on **My Settings**

1. Click on **My Profile**



2. In **Contact Information** section click on **Enable SMS Messages**
3. Click on **Terms and Conditions**
4. Enter your **Mobile Phone Number**
5. Click on **Save**

The screenshot shows a web form for enabling SMS messages. It includes a section for terms and conditions, a text input for a mobile phone number, and a 'Test' button. At the bottom, there are 'Save' and 'Reset' buttons. Blue circles with numbers 3, 4, 5, and 6 highlight specific elements: 3 points to the 'Enable SMS Messages' checkbox, 4 points to the 'Terms and Conditions' checkbox, 5 points to the 'Test' button, and 6 points to the 'Save' button.

Enable SMS Messages  3

4 Terms and Conditions  By clicking here, I agree to the [Terms and Conditions](#).

**FFB Commercial Online**  
To opt-out at any time, send **STOP** to 99453. To receive more information, send **HELP** to 99453.

**Message and Data Rates May Apply. Number of Messages Varies Per User.** Account holder authorizes charges to appear on wireless bill or be deducted from prepaid balance.

**Tier One Carriers:** AT&T, Verizon, T-Mobile ®, Sprint, Metro PCS ®, U.S. Cellular ®

**To Contact Support:** Online Banking Support

Message Enabled Cell Phone Number   5

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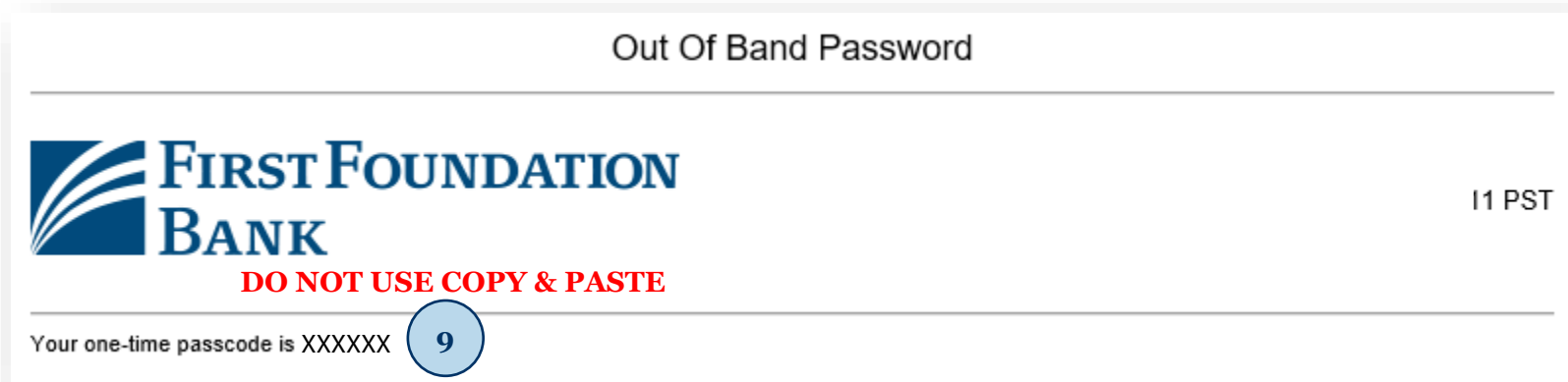
6. Enter your **PIN**
7. Click on **Generate**

Please Reverify

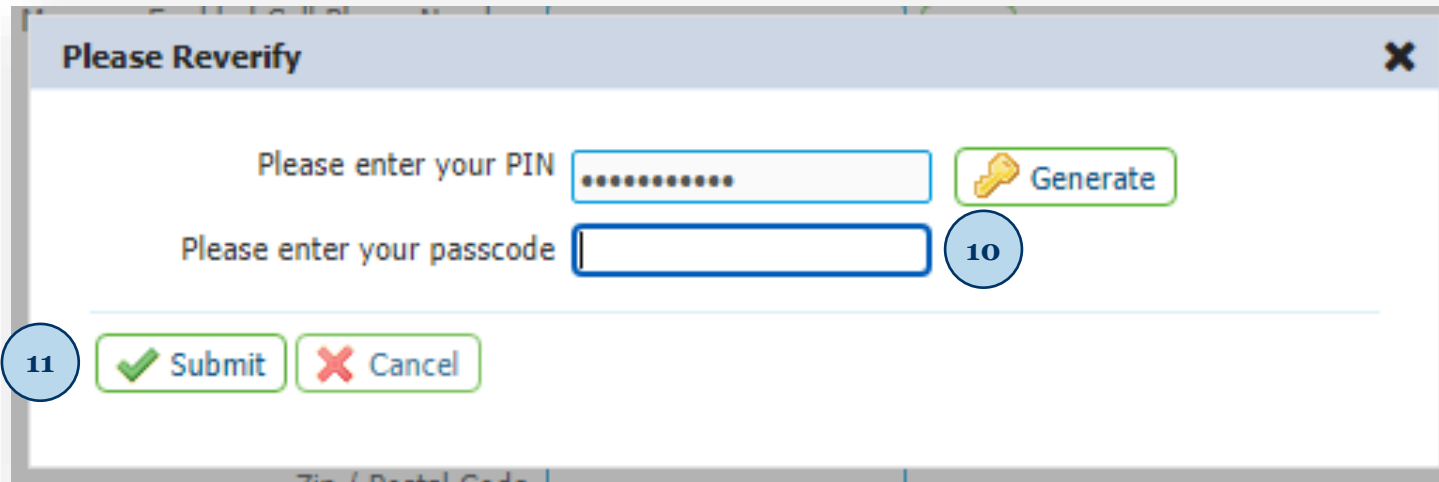
7 Please enter your PIN

Generate 8

8. An email will be sent to you from noreply-onlinebanking@ff-inc.com with a One-Time Passcode

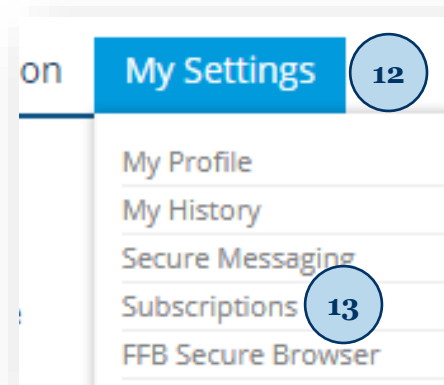


9. Enter your **One-Time Passcode**
10. Click on **Submit**



A dialog box titled "Please Reverify" with a close button (X) in the top right corner. It contains two input fields: "Please enter your PIN" with a masked PIN (.....) and a "Generate" button with a key icon; and "Please enter your passcode" with an empty field. A blue circle with the number "10" is positioned to the right of the passcode field. At the bottom, there are two buttons: "Submit" with a green checkmark and "Cancel" with a red X. A blue circle with the number "11" is positioned to the left of the "Submit" button.

11. Click on **My Settings**
12. Click on **Subscriptions**



A dropdown menu titled "My Settings" with a blue header and a blue circle with the number "12" to its right. The menu items are: "My Profile", "My History", "Secure Messaging", "Subscriptions" (with a blue circle and the number "13" to its right), and "FFB Secure Browser".



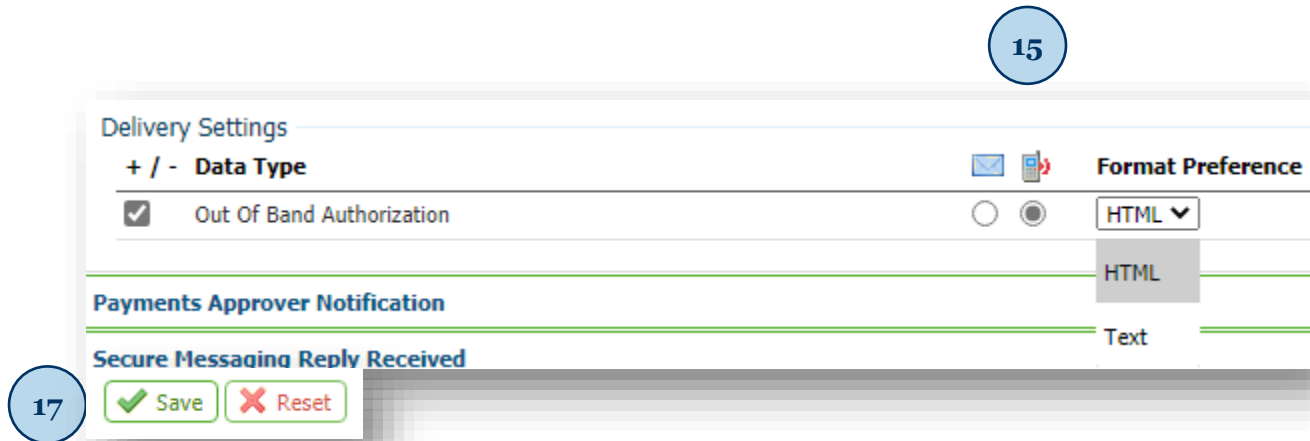
13. Click on **Out of Band Authorization**



14. Click on **SMS** option

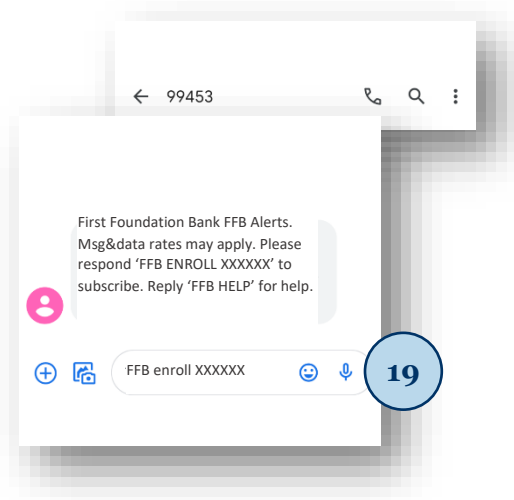
15. Click on **Format Preference** and select **Text**

16. Click on **Save**



17. On your Mobile Phone you will receive a text message from **99453** (*adding this as a contact is recommended*)

18. Reply to text message: **FFB ENROLL** “CODE PROVIDED”



19. A confirmation test message will be received that you are now enrolled

