

Member contacts may use this guide to assist in accessing the First Front Door Online system (FFD Online) through Bank4Banks®.

If you have any questions about FFD Online navigation, please call the Bank’s Community Investment staff at 800-288-3400, option 4.

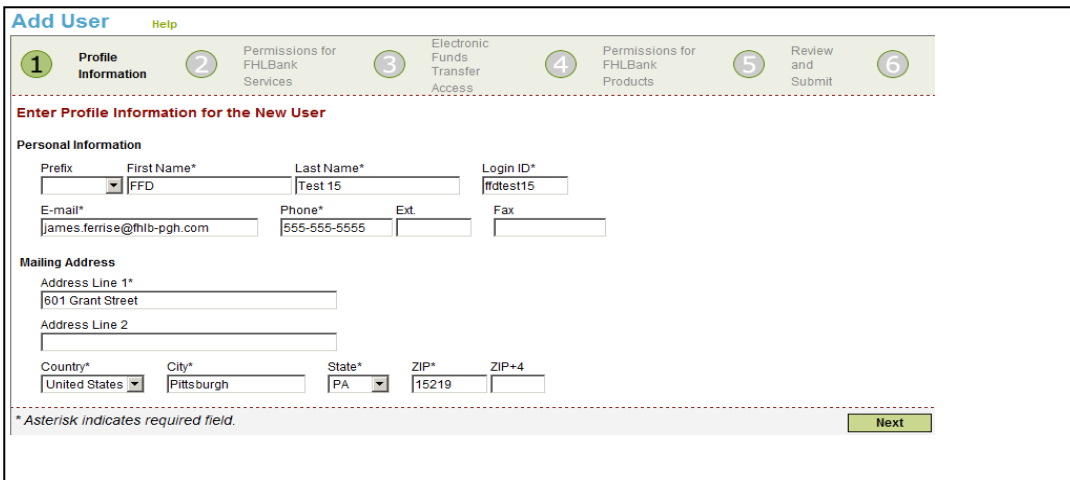
*NOTE: If you are a CSA and would like instructions on how to create users with the FFD role in Bank4Banks®, please refer to the **Customer Security Administrator Handbook**, located under Guides/Info in Bank4Banks® or contact the Bank’s Community Investment department.*

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STEPS TO ESTABLISH MEMBER ACCESS TO FFD ONLINE:

To create a user profile to gain access to FFD Online, follow the below steps:

1. Contact your financial institution’s Customer Security Administrator (CSA).
 - o Each member has at least one, if not two, CSAs. If you do not know who your CSA’s are, please contact the Bank’s Community Investment department.
 - o The CSA for your financial institution will ask you for basic information, like the example displays below.



The screenshot shows a web form titled "Add User" with a progress bar at the top containing six steps: 1. Profile Information, 2. Permissions for FHLBank Services, 3. Electronic Funds Transfer Access, 4. Permissions for FHLBank Products, 5. Review and Submit, and 6. (unlabeled). The form is currently on step 1. Below the progress bar, it says "Enter Profile Information for the New User".

Personal Information

Prefix: [dropdown menu] First Name*: [text box] Last Name*: [text box] Login ID*: [text box]
 E-mail*: [text box] Phone*: [text box] Ext.: [text box] Fax: [text box]

Mailing Address

Address Line 1*: [text box]
 Address Line 2: [text box]
 Country*: [dropdown menu] City*: [text box] State*: [dropdown menu] ZIP*: [text box] ZIP+4: [text box]

*Asterisk indicates required field. [Next button]

- o The CSA will select the checkbox for **First Front Door Only** access in the “Permission for FHLBank Services.”
 - This is the only available role for to Bank4Banks® FFD users.
 - Members that already have access to Bank4Banks® via a token will need to create a new profile for the First Front Door role.
- o The First Front Door role cannot be combined with any other Bank4Banks® or Affordable Housing Program (AHP) role.
 - An error message will display if a CSA tries to select another role in conjunction with First Front Door Only role.
- o A second CSA will then need to approve the new user. If there is not a second CSA, the FHLBank can approve the new user. Please contact the FHLBank if you need this assistance.

2. After the FFD user has been approved, Bank4Banks® will generate an email to the FFD user with their temporary password (see sample below).
 - o This email will be generated approximately 30 minutes after the second approval.

A First Front Door account has been created for you with the following information.

User information:

First Name: : FFD
Last Name : Test 15
Email address: james.ferrise@fhlb-pgh.com
Login ID: ffdtest15
Temporary Password: Bc\$h29ar

To access the First Front Door application, click on the link below and select Bank4Banks Login. On the Bank4Banks Login page enter your Login ID and Temporary Password, follow the prompts for change your password.

<http://www.fhlb-pgh.com/>

Should you have any questions or need assistances, please contact the Community Investment Department at 1-800-288-3400, option 4.

3. On the Bank4Banks® login page, the FFD user enters their user ID and temporary password.
 - o Only a username and password can be used to access FFD Online. If a user has a token, the token cannot be used to access FFD Online.

If you have an FHLBank token please enter your PIN+Token otherwise enter your Password. ?

Login ID:

PIN+Token or Password:

4. The FFD user is then redirected to the Change Password page.
5. The FFD user re-enters their user ID and temporary password and enters a new password twice.
 - o The new password must be at least eight characters and contain at least one alpha (upper or lower case), one numeric and one of the following special characters: #, \$ or &.

Change Password

Please enter your Login ID, Old Password, New Password, and then Confirm New Password.
Remember passwords are case sensitive.

The New Password must have at least 8 characters.
Password must contain at least 1 alpha (upper or lower case), 1 numeric, and 1 special character (one of the following: #, \$, &)

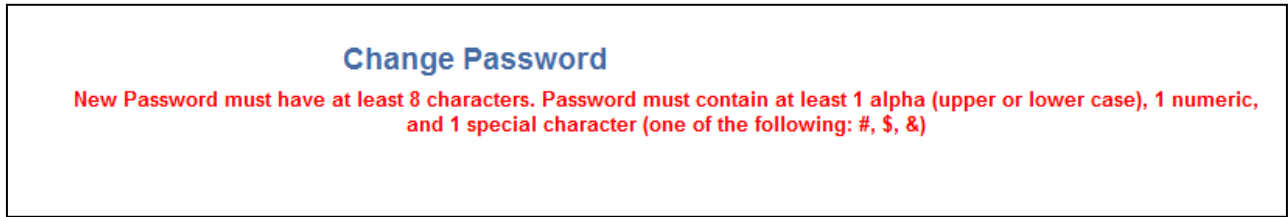
Login ID:

Old Password:

New Password:

Confirm New Password:

6. If the FFD user fails to meet the password requirements, an error message is displayed.



7. After the FFD user successfully enters their new password, the user is redirected back to the Bank4Banks® login page.

Note: Your FFD user password is good for 180 days. After 180 days, Bank4Banks® will prompt users to create a new password.

8. The FFD user logs into FFD Online through Bank4Banks®. The Community Investment menu will be displayed with the First Front Door option in the menu under it.



9. Users may now click on First Front Door and enter their financial institutions FFD Online Dashboard.

For help or further information about using FFD Online, members can contact FFD program manager, Lori Graham at 800-288-3400, ext. 2862, or firstfrontdoor@fhlb-pgh.com.