

MY ACCESS LITE ACCOUNT UPGRADE GUIDE

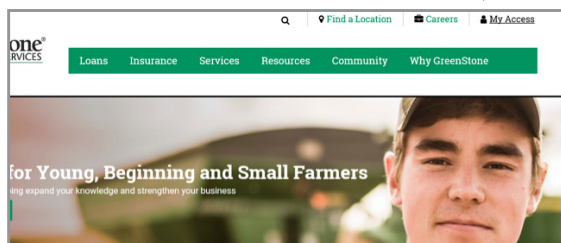
For users who have previously submitted an Online Loan Request, use this guide to complete your My Access enrollment. Submission of an Online Loan Request automatically creates a **lite account** for the applicant. An upgraded account provides access to additional features and communication options in My Access.

REMINDER

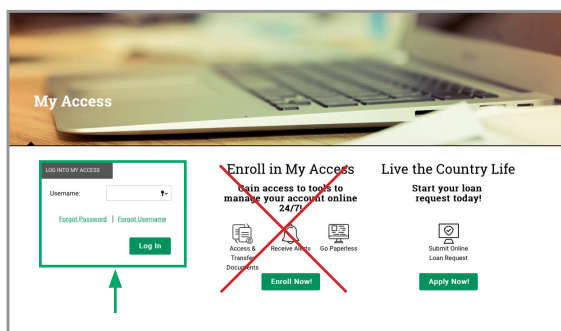
If you have submitted an Online Loan Request, you have previously established a username and password). Please follow these instructions to complete the enrollment using these credentials.

ESTABLISHING A FULL MY ACCESS ACCOUNT

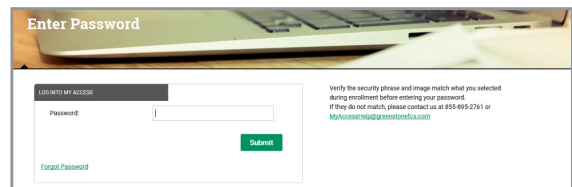
1. Go to www.greenstonefcs.com and click on My Access in the upper right corner.



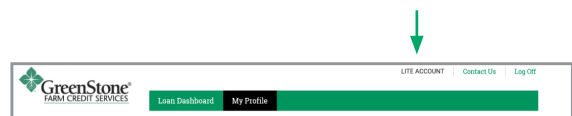
2. Enter your username, which you established when starting your Online Loan Request. **Do not enroll in My Access.**



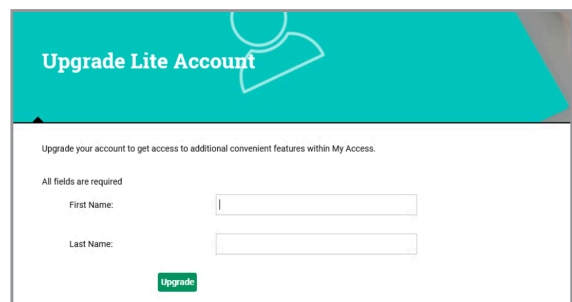
3. Enter your password.



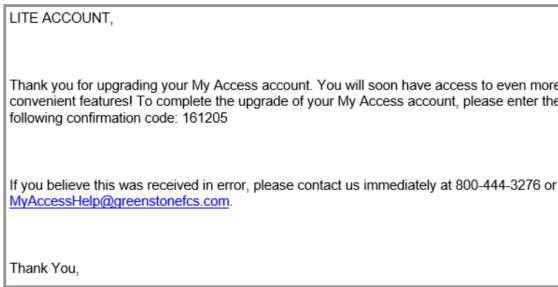
You should see **lite account** in upper right corner. Click on My Profile, then Upgrade Account.



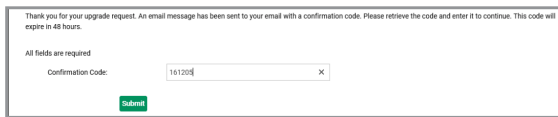
4. Enter your first and last name and click Upgrade.



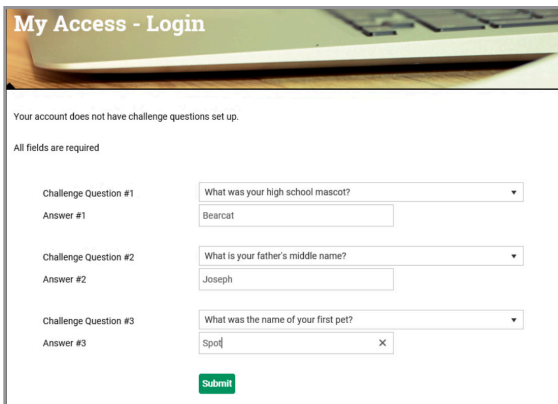
After submitting, a message will be emailed with a confirmation code. **Your code must be used within 48 hours.**



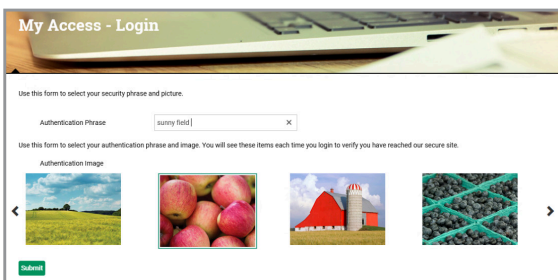
5. Enter the 6-digit code from your email and click Submit.



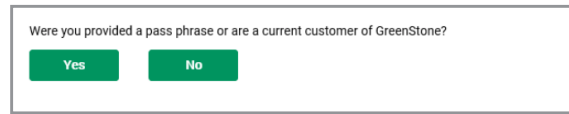
6. Proceed to set up your challenge questions and answers.



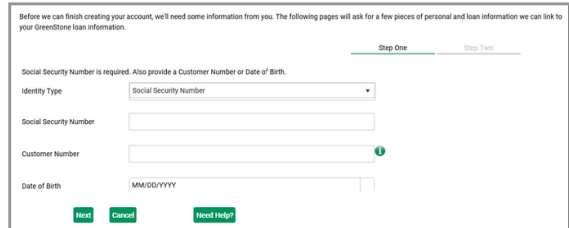
7. You will then be asked to select your authentication phrase and image. Choose the image you prefer, and create a short, memorable phrase that describes the image.



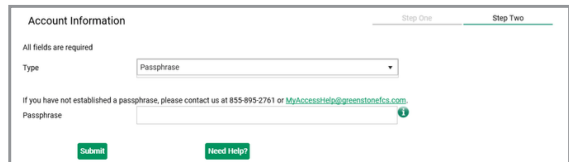
8. To connect your GreenStone customer account, select yes when presented with the below question.



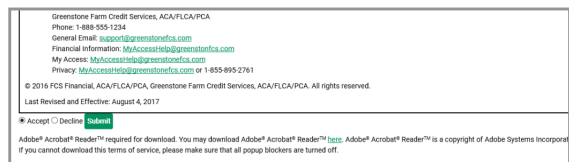
9. If you completed the loan request as an individual, you will be required to enter the Social Security Number, and birthdate or customer number. If you submitted the loan request as a business, enter the Taxpayer Identification Number and customer number.



10. The final step is to enter the passphrase provided by GreenStone, or loan number and principal balance. Loan number and principal balance can be found on your bill or statement.



11. Finally, review and accept the Terms of Service.



12. You are now enrolled in My Access, with access to options such as: Online Banking, Loan Dashboard, My Documents, File Exchange, My Alerts and My Profile.

For more information or assistance with creating a My Access online account, contact your local GreenStone office at 800-444-3276 or contact My Access support 855-895-2761 or myaccess@greenstonefcs.com