

MY ACCESS ENROLLMENT GUIDE

Use this guide to enroll in My Access if you are an existing GreenStone customer or if you are a new customer and have received a passphrase from GreenStone. If you have submitted an Online Loan Request, click [here](#) for directions to complete your My Access enrollment upgrade.

CREATING AN ACCOUNT

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



2. Select **Enroll Now!**

From drop-down menu, select whether enrolling as an Individual or Business, and enter the first and last name or business name, and email address.

A screenshot of the 'My Access Enrollment' form. The title is 'My Access Enrollment' and the instruction is 'Please select which type of account to create.' There is a 'Type:' dropdown menu with 'Individual' selected. Below are three input fields: 'First Name:', 'Last Name:', and 'Email Address:'. Each field has a red asterisk indicating it is required. At the bottom are 'Submit' and 'Cancel' buttons.

Once this info has been submitted, you will see this pop-up.

A screenshot of a confirmation pop-up window titled 'My Access Enrollment'. The text reads: 'Thank you for submitting your enrollment request. A message has been sent to the email address provided. Please click on the link in the email to continue the enrollment process. This link will expire in 48 hours. You can now close this browser window.' There is a 'Close' button at the bottom left.

3. Go to your email and click the link provided.

You will be prompted to create your username and password.

A screenshot of the 'My Access Enrollment' form, specifically the 'Username & Password' section. It shows three input fields: 'Username', 'Password', and 'Confirm Password'. Each field has a red asterisk indicating it is required. At the bottom are 'Cancel' and 'Next' buttons.

4. Next, set up three challenge questions for future identification verification.

A screenshot of the 'My Access - Login' form. The title is 'My Access - Login'. Below the title is a message: 'Your account does not have challenge questions set up. All fields are required.' There are three challenge questions, each with a dropdown menu for the question and an input field for the answer. The questions are: 'What was your high school mascot?' (Answer: Bearcat), 'What is your father's middle name?' (Answer: Joseph), and 'What was the name of your first pet?' (Answer: Spot). At the bottom is a 'Submit' button.

- 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.

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

- If you set up your My Access account as an individual, you will be required to enter the Social Security Number, and birthdate or customer number; or for a business, enter the Taxpayer Identification Number and customer number:

- 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.

- Finally, review and accept the Terms of Service.

- 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