



## GENERAL QUESTIONS

**What's the new Touch ID Feature on the Firstent Mobile Banking App?** *Touch ID technology uses a unique fingerprint identity sensor to authenticate you before allowing access to your account on the Firstent Mobile Banking App. It's the same technology that allows you to access your device with your fingerprint. No more entering usernames and passcodes ... one touch and you're in! (For more in-depth information about Touch ID, please refer to [Apple's website](#).)*

**Is Touch ID secure?** Touch ID takes a biometric scan of your fingerprint to verify and authenticate you. Generally, no two fingerprints are the same and therefore you can rest assured that by using Touch ID, your account will only be accessed by you.

**What type of devices are supported?** Touch ID is available on certain versions of Apple devices only, such as iPhone 5s, iPhone 6 and 6S, iPad Air 2, iPad mini 3, or newer.

**Can an account be enabled for Touch ID on multiple devices?** Yes, you may set up Touch ID for an account on multiple devices.

**What happens if I lose my phone?** We recommend disabling your iPhone remotely with its "Find My iPhone" feature. For additional information on how to do this, please follow the instructions on [Apple's website](#).

## ACTIVATION, USAGE & MORE

**How do I start using Touch ID with my Firstent Mobile App?** If you haven't already set up Touch ID to access your iDevice, you must set it up first. For instructions, please refer to [Apple's website](#). Once you open the Firstent App on your iDevice, a pop-up box will appear, asking if you would like to activate Touch ID. Select "Yes" and you will be prompted for your username, password, and security questions just this once. Be sure to select "Remember this device." Once your correct password is entered and you have successfully gained access to your account, on your next login you will only need to place your finger on the Home button to gain access to your account. When Touch ID has been activated successfully, you will not be asked to enter a password for your account.

**Once set up, how do I use the Touch ID Feature?** Click on the First Entertainment Mobile App and place your finger on the Home button on your supported iDevice. Once your fingerprint has been authenticated, you will gain access to your First Entertainment account. When you're done accessing your account, simply log off.

**What happens if Touch ID is not working for me and I need to access my account?** If Touch ID isn't working for some reason, when promoted for Touch ID, just select cancel. You can then enter your login credentials (username/password) to sign into your account.

**How do I deactivate Touch ID (or activate it if I originally said no to activation) on my Firstent Mobile App?** You may activate or de-activate Touch ID at any time within the App's "Touch ID Setup" menu, after you log in. Touch ID may also be disabled for your iDevice by using the "Find my Phone" feature on an iOS device. Using "Find my Phone" to disable Touch ID will disable the Touch ID feature for your device and any App that uses this feature.

## GETTING THE APP

**Don't have the Firstent Mobile Banking App?** Find out what you've been missing, and instructions on how to download your new App at [firstent.org/mobilebanking](http://firstent.org/mobilebanking).