

GenFed Digital User Enrollment



1. Choose the “First Time User” option to start the enrollment process.
2. Enter required enrollment information (SSN/EIN/TIN, member number, email address* and phone number*)
 - *must be same as those on file with GenFed

A screenshot of the 'Enroll' screen. At the top, there is a back arrow and a lock icon. The title is 'Enroll' with a subtitle 'We need this info to verify your identity.' Below this are four input fields: 'SSN' (with a 'Show' link and a note 'EIN and ITIN are also accepted'), 'Member Number' (with a 'Show' link), 'Email', and 'Phone'. A 'Next' button is at the bottom.

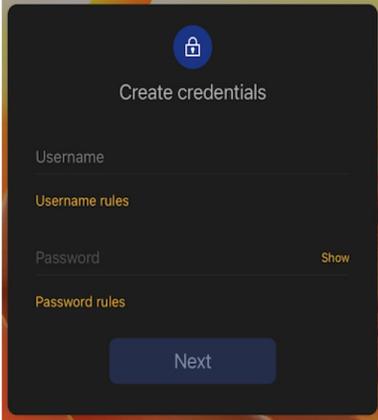
3. Complete 2-Step Verification
 - Provide a phone number that we have on file to receive a one time passcode.
 - Enter your mobile number or other number that is currently on file and can receive a text.

A screenshot of the 'Let's set up your phone' screen. It features a back arrow and a phone icon. The title is 'Let's set up your phone' with a subtitle 'Provide a phone number that we have on file. On sign in, this number will be used to contact you with a unique verification code to confirm it's you.' Below this is a 'Country' dropdown set to '+1' and 'US/Canada', followed by a 'Phone' input field. A 'Next' button and a 'Need help?' link are at the bottom.

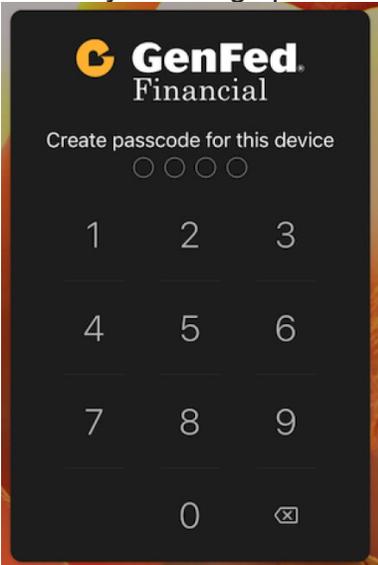
- Choose your verification method.
- Confirm the code that was sent to your device.

A screenshot of the 'Confirm phone number' screen. It features a back arrow and a message icon. The title is 'Confirm phone number' with a subtitle 'We sent a text message with a verification code to [redacted]. This code will expire after 5 minutes. Never share this code with anyone.' Below this is a 'Verification code' input field. A 'Verify' button and a 'Resend code' link are at the bottom.

- Accept the User Agreement.
4. Create your Credentials.
- Select the username and password that you will use to log into digital banking.



5. Create Passcode.
- Create your 4-digit passcode and confirm.



6. Enable Face ID.
- You may choose to enable Face ID.

