

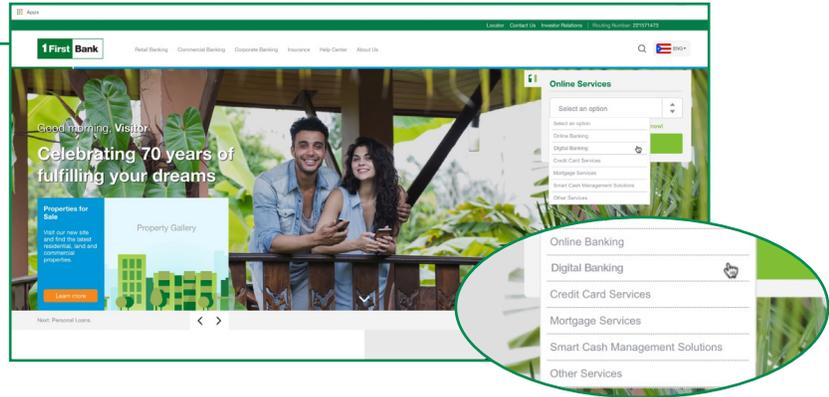


# Learn how to **Enroll** in **Digital Banking**

## NEW CLIENT

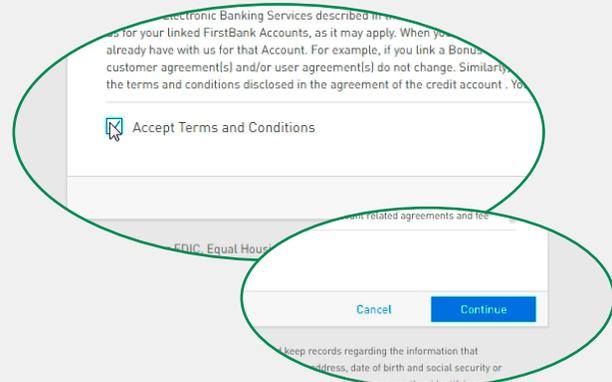
1

Visit [1firstbank.com](https://1firstbank.com) and select **Digital Banking** from the list of online services. Then click **Sign Up Today!**



2

Read and accept the terms and conditions of **Digital Banking**. Click **Continue**.



3

Fill out your personal information, create your username, and enter a security code. The system will prompt for the following information:

- 1. Type of identification:** Choose the type of identification (ID) from the options accepted by FirstBank (Social Security number, driver's license, citizenship ID, passport, military ID, government ID, permanent resident ID, passport card or birth certificate) and write the ID number.
- 2. Date of birth**
- 3. Last name:** Enter your last names.
- 4. Account type and number:** Select one of your FirstBank accounts from the list and enter the number of that account.
- 5. Email:** Enter the email where you want to receive messages from **Digital Banking**.
- 6. Telephone number**
- 7. Mobile telephone number:** Enter your mobile telephone number.
- 8. Username:** Create your username. It is important to create a unique username.
- 9. Code:** Click **Download PDF Code** to get your code. Find the PDF document generated by the platform in another tab in order to obtain the code. Write the code in the space provided.

Click **Continue** when you have finished entering all your personal information and the code.

## ← Sign Up to Digital Banking

**Step 2 of 4:** Complete the following information

Type of Identification	SSN	▼
Identification	123456789	
Date of Birth	August	▼
	13	▼
	1953	▼
Last Name	Alvarez	
Type of Product	Checking Account	▼
Account Number	1234567899	
Email	margarita@domain.com	
Telephone		
Mobile Phone	7871234567	
Username	Margarita	
Code	8116	

Cancel
Continue

words regarding the information that  
date of birth and social security or  
other identifying

4

Confirm that all your information is correct and click the **I'm not a robot** box to make sure you are a real user. When clicking this box, some images will appear. For security reasons, follow the instructions so that the system can confirm that you are not a robot. Click **Continue** once you have completed the process.

## ← Sign Up to Digital Banking

**Step 3 of 4:** Confirm Enrollment

Type of Identification	SSN
Identification Number	123456789
Date of Birth	08-13-1953
Type of account	Checking Account
Account Number	1234567899
Last Name	Alvarez
Email	margarita@domain.com
Telephone	
Mobile Phone	7871234567
Username	Margarita

Cancel
Continue

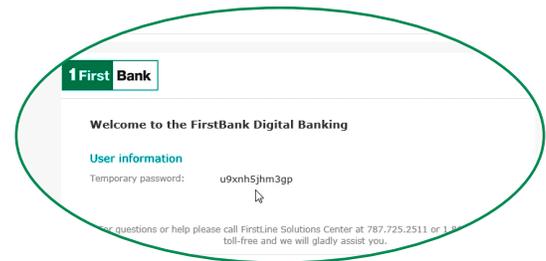
✓ I'm not a robot 

Cancel Continue

regarding the information that

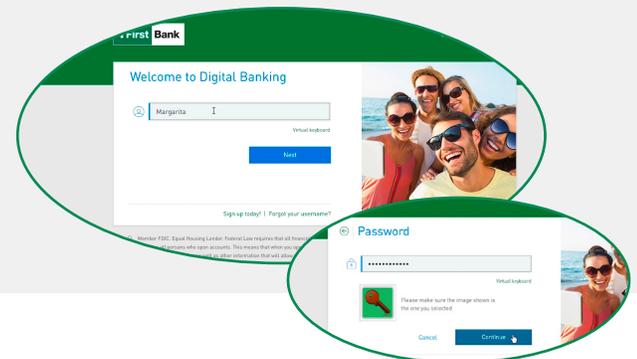
5

If the enrollment is successful, you will receive a welcome email from FirstBank with a temporary password that you should use to continue the process.



6

Access **Digital Banking** again through 1firstbank.com or directly by writing digitalbanking.1firstbank.com in the browser and write the username you created and the temporary password that was sent to your email address. For security purposes, you will not be able to copy and paste the temporary password.



7

Create a new password. The system will prompt you to enter the current password (the temporary password you received by email) and then ask you to enter a **new password** and to confirm this new password. Your new password must include a minimum of 8 characters, a number, a special character (e.g., @\$%), and a capital letter.



8

Set up your security features:

- Select a security image
- Select and answer 3 security questions. Only you will know this information.
- Create and confirm a 4-6 digit PIN. The PIN may not start with the number zero (0).



9

Enter your new password and PIN. The system will take you to **FirstBank's Digital Banking**.



Enjoy **FirstBank's Digital Banking!**



Go to  
1firstbank.com



Email us  
apoyoalcliente@1firstbank.com



Call us  
787.725.2511 o 866.695.2511



Visit us  
in any of our branches

**1 First Bank**

Todo está en uno