

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 your enrolling as an Individual or Business, and enter the first and last name or business name, and email address.

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

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

You will be prompted to create your username and password.

4. Click Close to close the enrollment window.

5. On the Login page, enter in the username and password just created and click Log In.
6. Scroll down and review the Terms of Service. Select Accept to continue.

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

8. 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:



9. 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.

Account Information Step One Step Two

All fields are required

Type

If you have not established a passphrase, please contact us at 855-895-2761 or MyAccessHelp@greenstonefcs.com.

Passphrase

If you have not received a passphrase, you can call our customer support number 855-895-2761.

10. Select and answer three challenge questions and click confirm.

My Access - Login

Your account does not have challenge questions set up.

All fields are required

Challenge Question #1

Answer #1

Challenge Question #2

Answer #2

Challenge Question #3

Answer #3

11. To complete your enrollment, verify your phone number for Multi-factor authentication. Select the phone number you'd like to receive a code or call.

Verification - MFA

We use 2-step verification to help keep your account safe by sending code either via text or phone call to your device to make sure it's you.

The following phone number(s) are on file for you. Please select a number and choose to receive the code via SMS or call. If you do not have access to any phone numbers select "Answer a challenge question" to be prompted for a security question instead.

0000-0000-2578

If you do not have a phone number on file contact support.

12. Enter the code and click submit.

Verification Code - MFA

We sent a text message to the number you selected. Please enter the code contained in the text message.

Confirmation Code

10. 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