## 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.

My Access Enrolln Please select which typ	nent e of account to create.
Туре:	Individual 💌 *
First Name:	•
Last Name:	*
Email Address:	*
	Submit Cancel

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

My Access Enrollment	×
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.	
Close	

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

You will be	My Access Enrollment	
prompted to	Username & Password All fields are required	Step One Step Two S
create your	Usemame	0
username and	Confirm Password	
password.	Cancel Next	

4. Click Close to close the enrollment window.

You have successfully enrolled. To enter My Access, you must now login using the information you established in the enrollment process.
Close

- **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.

П	Greenstone Farm Credit Services, ACA/FLCA/PCA
	Phone: 1-888-555-1234
	General Email: support@greenstonefcs.com
	Financial Information: MyAccessHelp@greenstonfcs.com
	My Access: MyAccessHelp@greenstonefcs.com
	Privacy: MyAccessHelp@greenstonefcs.com or 1-855-895-2761
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	Last Revised and Effective: August 4, 2017
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**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:

		Step One	Step Two
Social Security Number is requ	ired. Also provide a Customer Number or Date of Birth.		
dentity Type	Social Security Number	•	
Social Security Number			
Customer Number		0	
Date of Birth	MMUDD/YYYY		



www.greenstonefcs.com

**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 Inform	nation	Step One	Step Two
All fields are required			
Type	Passphrase	*	
If you have not establis Passphrase	hed a passphrase, please contact us at 855-895-2761 or My	/AccessHelp@greenstonefcs.com.	

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.

		and the second s
Contraction and the second distance		
ur account does not have challenge	questions set up.	
fields are required		
Challenge Question #1	What was your high school mascot?	-
Answer #1	Bearcat	
Challenge Question #2	What is your father's middle name?	•
Answer #2	Joseph	
Challenge Question #3	What was the name of your first pet?	•

**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.

We use 2 area verifications to help keep your account and it by sending goode ether via test or phone call to your device to make size ref to you. The following procerum/ter(i) give on the file for you. Please select a number and discose to anow the code via SASS or call. If you do not have access to any phone number select "Anow a studienty question" to be prompted for a security question instead. Conconcessor	erification	- MFA	For		-
We use 2-step verification to help keep your account self-by reending code either via tent or phone call to your device to make sure it is you. The following phone number(s) are not the first you. Please selects a number and choose to receive the code via BMS or call. If you do not have access to any phone number select "Answer" a challenge question" to be prompted for a recurity question instead. Concordor2372 Concord. 2017 De Tools			a second second second second		
The following phone number (c) as on the file fry us. Please select a number and choose to neare the code via SMS or call. If you do not have access to any phone number devices there are a half-regression to be prompted for a security curstion instead.	use 2-step verification to	nelp keep your account safe by sending code ei	ther via text or phone call to your device t	o make sure it's you.	
Doordoox/2578   Seerch Med A Tost: Call My Phone	e following phone number ect 'Answer a challenge o	s) are on the file for you. Please select a numbe restion' to be prompted for a security question i	r and choose to receive the code via SMS instead.	i or call. If you do not have access to	any phone numbers
Send Me A Test Call My Phone	000-000-2578				
	and Me A Text	Call My Phone			
Answer Challenge Question	nswer Challenge Question				

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

**12.** Enter the code and click submit.

Venfica	tion Cod	e - MFA	
			and the second se
CONTRACTOR OF THE	and the second sec	and the second sec	and the second sec
We sent a text mes	sage to the number yo	u selected. Please enter the	code contained in the text message.
We sent a text mes	sage to the number yo	u selected. Please enter the	code contained in the text message.

 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