

# MY ACCESS LITE ACCOUNT UPGRADE GUIDE

For users who have previously submitted an Online Loan Request, use this guide to complete your My Access enrollment. Submission of an Online Loan Request automatically creates a **lite account** for the applicant. An upgraded account provides access to additional features and communication options in My Access.

## REMINDER

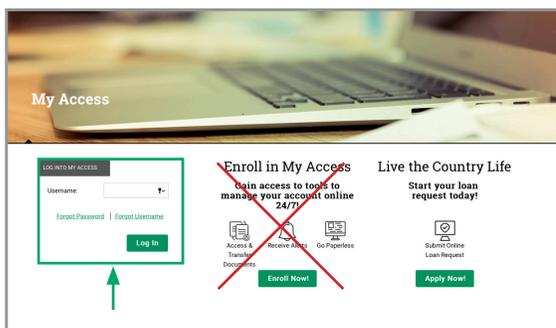
If you have submitted an Online Loan Request, you have previously established a username and password. Please follow these instructions to complete the enrollment using these credentials.

## ESTABLISHING A FULL MY ACCESS ACCOUNT

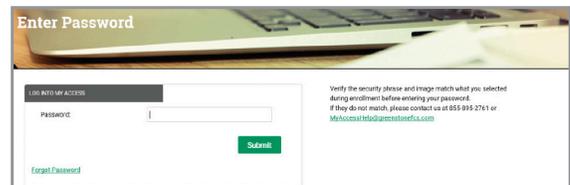
1. Go to [www.greenstonefcs.com](http://www.greenstonefcs.com) and click on My Access in the upper right corner.



2. Enter your username, which you established when starting your Online Loan Request. **Do not enroll in My Access.**



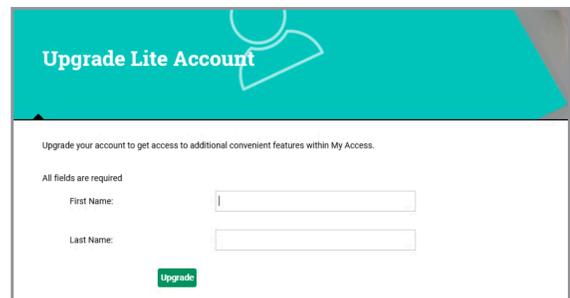
3. Enter your password.



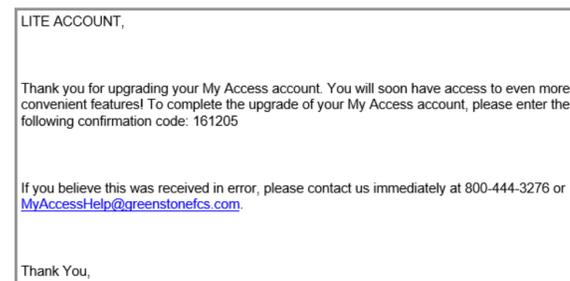
You should see **lite account** in upper right corner. Click on My Profile, then Upgrade Account.



4. Enter your first and last name and click Upgrade.



After submitting, a message will be emailed with a confirmation code. **Your code must be used within 48 hours.**



5. Enter the 6-digit code from your email and click Submit.

Thank you for your upgrade request. An email message has been sent to your email with a confirmation code. Please retrieve the code and enter it to continue. This code will expire in 48 hours.

All fields are required

Confirmation Code:  X

6. Scroll down and review the Terms of Service. Once at the bottom you may accept.

Greenstone Farm Credit Services, ACA/FLCA/PCA  
Phone: 1-800-955-1234  
General Email: [support@greenstonefcs.com](mailto:support@greenstonefcs.com)  
Financial Information: [MyAccessInfo@greenstonefcs.com](mailto:MyAccessInfo@greenstonefcs.com)  
My Access: [MyAccessInfo@greenstonefcs.com](mailto:MyAccessInfo@greenstonefcs.com)  
Privacy: [MyAccessInfo@greenstonefcs.com](mailto:MyAccessInfo@greenstonefcs.com) or 1-855-895-2761

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Accept  Decline

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

Were you provided a pass phrase or are a current customer of GreenStone?

8. If you completed the loan request as an individual, you will be required to enter the Social Security Number, and birthdate or customer number. If you submitted the loan request as a business, enter the Taxpayer Identification Number and customer number.

Before we can finish creating your account, we'll need some information from you. The following pages will ask for a few pieces of personal and loan information we can link to your Greenstone loan information.

Step One Step Two

Social Security Number is required. Also provide a Customer Number or Date of Birth.

Identify Type:

Social Security Number:

Customer Number:

Date of Birth:

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 [MyAccessInfo@greenstonefcs.com](mailto:MyAccessInfo@greenstonefcs.com).

Passphrase:

6. Proceed to set up your challenge questions and answers.

My Access - Login

Your account does not have challenge questions set up.

All fields are required

Challenge Question #1: What was your high school mascot?  
Answer #1:

Challenge Question #2: What is your father's middle name?  
Answer #2:

Challenge Question #3: What was the name of your first pet?  
Answer #3:  X

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

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 the 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.

300-XXX-2576

*If you are using a land line you must select call me to obtain your code.*

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:

13. 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](mailto:myaccess@greenstonefcs.com)*