

Welcome to First Foundation Bank's Business Online Banking.

This guide will provide initial login instructions along with steps on how to receive your One-Time Passcodes via SMS text message.

Please reference welcome emails for login credentials and links to your login page.

[Click here for initial login](#)

[Click here to update One-Time Passcodes Method to SMS Text Message](#)

[Click here to login using One-Time Passcode](#)

# Initial login for Business Online

To login to First Foundation Bank Business Online, please follow the steps below:

1. Go to the website <https://firstfoundation.olbanking.com/smallbusiness> (please bookmark this site)
2. Enter your **Company ID**
3. Enter your **User ID**
4. Click on **Login**

The screenshot shows the login page for First Foundation Bank Business Online. At the top is the bank's logo. Below it, the text reads "Welcome to FFB Business Online" and provides support contact information: "For support, please contact us at 888-405-4332 or OnlineBanking@ff-inc.com". A legend indicates that a blue square symbol represents a "Required Field".

Two input fields are shown, each with a blue circle containing a number:

- Field 2: "Company ID" with the example value "ExampleCompanyID". Below the field, it says "This value is case sensitive."
- Field 3: "User ID" with the example value "ExampleUserID". Below the field, it says "This value is case sensitive."

Below the input fields are links for "Forgot User ID >" and "Login Help >". At the bottom left, there are links for "FFB Secure Browser >", "Terms and Conditions >", "Privacy Policy >", and "Contact Us >". A blue "Login" button is located at the bottom right, with a blue circle containing the number "4" next to it.

5. Enter your **Temporary Password**
6. Click on **Login**

A screenshot of a login form. At the top left, there is a legend: a blue square followed by "= Required Field". Below this is the label "Password" above a text input field containing "ExamplePassword". To the left of the input field is a blue circle with the number "5". Below the input field are two links: "Forgot Password >" and "Login Help >". At the bottom right of the form are two buttons: "Cancel" and "Login". To the right of the "Login" button is a blue circle with the number "6".

7. Create your **New PIN**
8. Confirm your **New PIN**
9. Click on **Submit**

A screenshot of a "New PIN" form. The title "New PIN" is at the top. Below it is a text input field containing "ExamplePIN". To the left of this field is a blue circle with the number "7". Below the input field is a message: "PIN must be between 6 and 12 characters in length and contain special characters." Below this message is a greyed-out input field. Further down is another text input field containing "ExamplePIN". To the left of this field is a blue circle with the number "8". At the bottom right of the form is a blue "Submit" button. To the right of the button is a blue circle with the number "9".

- 10. Create your **Verification Phrase**
- 11. Select an **Image**
- 12. Click on **Submit**

Verification Phrase

10 ExamplePhrase

Image Categories

Agriculture and Industry

11



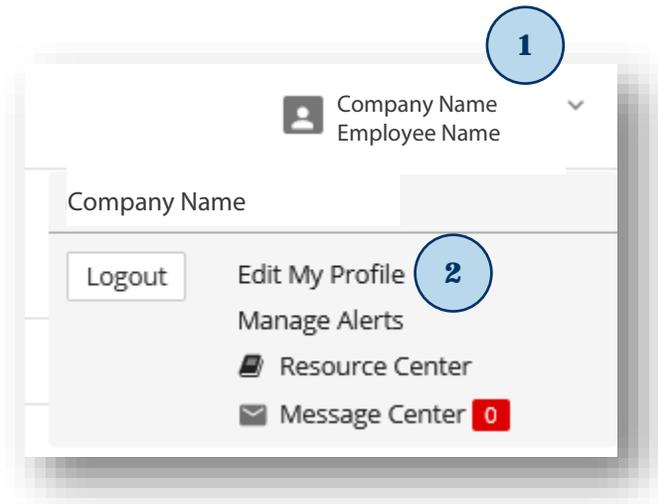
Submit 12

## Update One-Time Passcode method to SMS (optional)

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To update how you receive your one-time passcode method to SMS, please follow the steps below:

1. After you have logged in click on your company name located on the upper right corner of the page
2. Click on **Edit My Profile**



3. In **Contact Information** section click on **Enable text message notifications**
4. Enter your **Mobile Phone Number**
5. Click on **Receive alerts via text message**
6. Click on **I agree to the Text Terms & Conditions**

The screenshot shows a form for enabling text message notifications. It includes a checkbox for enabling notifications, a text input field for a mobile phone number with a 'Test' button, a checkbox for receiving alerts, and a checkbox for agreeing to terms and conditions. A legend indicates that a blue square represents a required field.

3  Enable text message notifications

Mobile Phone Number

4  Test

Format: XXX-XXX-XXXX

5  Receive alerts via text message

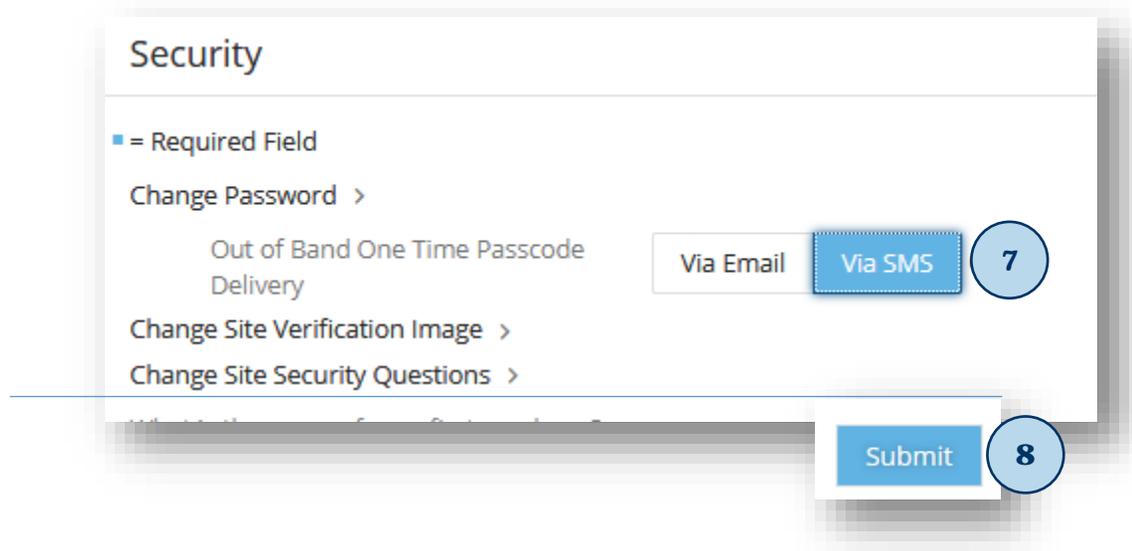
Text Message Terms & Conditions

■ = Required Field

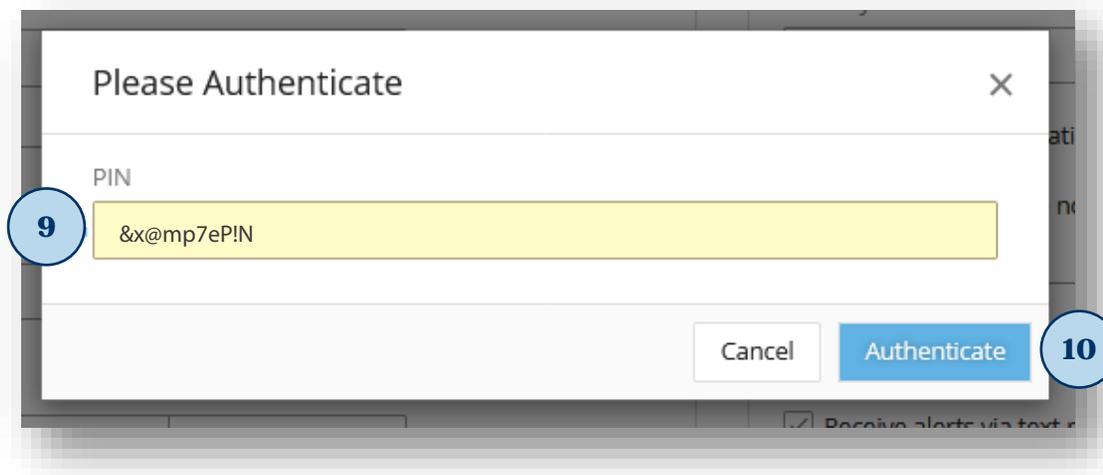
6  I agree to the Text Terms & Conditions >

To opt-out send STOP to 99453.  
To learn more, send HELP to 99453.

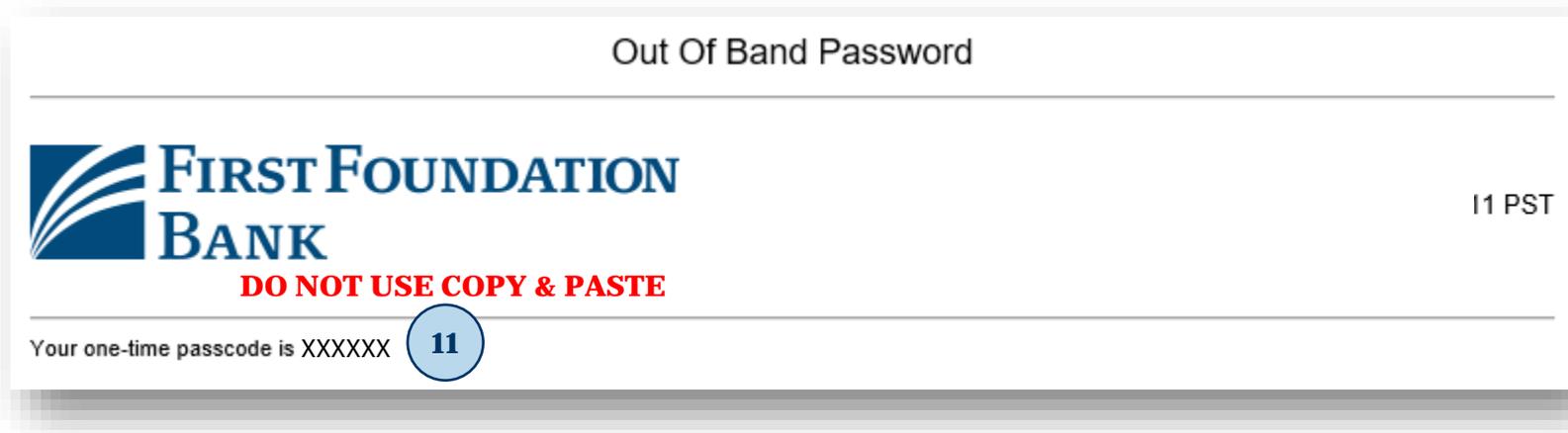
7. In **Security** section click on **Via SMS**
8. Click on **Submit**



9. Enter your **PIN**
10. Click on **Authenticate**

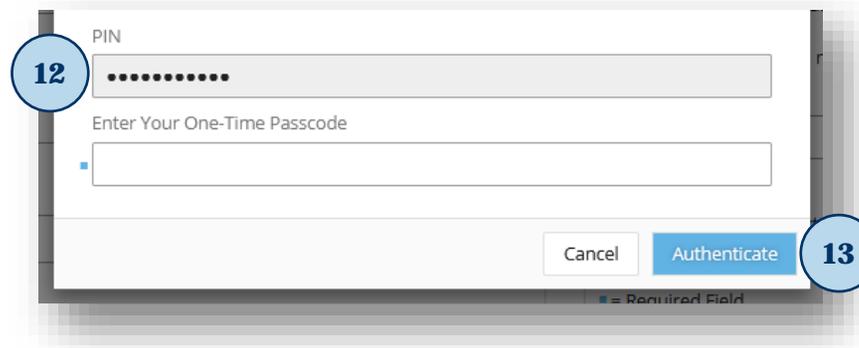


11. An email will be sent to you from noreply-onlinebanking@ff-in.com with a One-Time Passcode

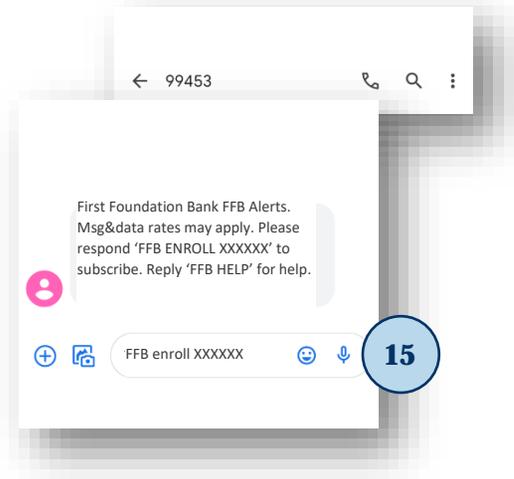


12. Enter your **One-Time Passcode**

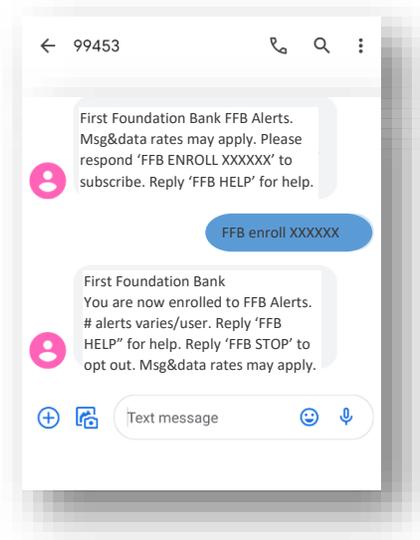
13. Click on **Authenticate**



14. On your Mobile Phone you will receive a text message from **99453** (*adding this as a contact is recommended*)
15. Reply to text message: **FFB ENROLL** “**CODE PROVIDED**”



16. A confirmation test message will be received that you are now enrolled



# Login Using One-Time Passcode

To login to First Foundation Bank using a One-Time Passcode, please follow the steps below:

1. Go to the website <https://firstfoundation.olbanking.com/smallbusiness> (please bookmark this site)
2. Enter your **Company ID**
3. Enter your **User ID**
4. Click on **Login**

The screenshot shows the login page for First Foundation Bank Business Online. At the top is the bank's logo. Below it, the text reads "Welcome to FFB Business Online" and provides support contact information: "For support, please contact us at 888-405-4332 or OnlineBanking@ff-inc.com". A legend indicates that a blue square symbol represents a "Required Field".

Step 2: The "Company ID" field is highlighted with a blue circle containing the number 2. The field contains the text "ExampleCompanyID" and a note below it states "This value is case sensitive.".

Step 3: The "User ID" field is highlighted with a blue circle containing the number 3. The field contains the text "ExampleUserID" and a note below it states "This value is case sensitive.".

Step 4: The "Login" button is highlighted with a blue circle containing the number 4. The button is blue with the word "Login" in white text.

Other elements on the page include links for "Forgot User ID >", "Login Help >", "FFB Secure Browser >", "Terms and Conditions >", "Privacy Policy >", and "Contact Us >".

5. Verify **image and phrase** to ensure you have connected to First Foundation Bank
6. Enter your **PIN**
7. Click on **Continue**

Is this your image and phrase?

If this isn't your image and phrase, do not enter your password. Contact customer service immediately.



ExamplePassPhrase **5**

■ = Required Field

PIN

**6** &x@mp7ePIN

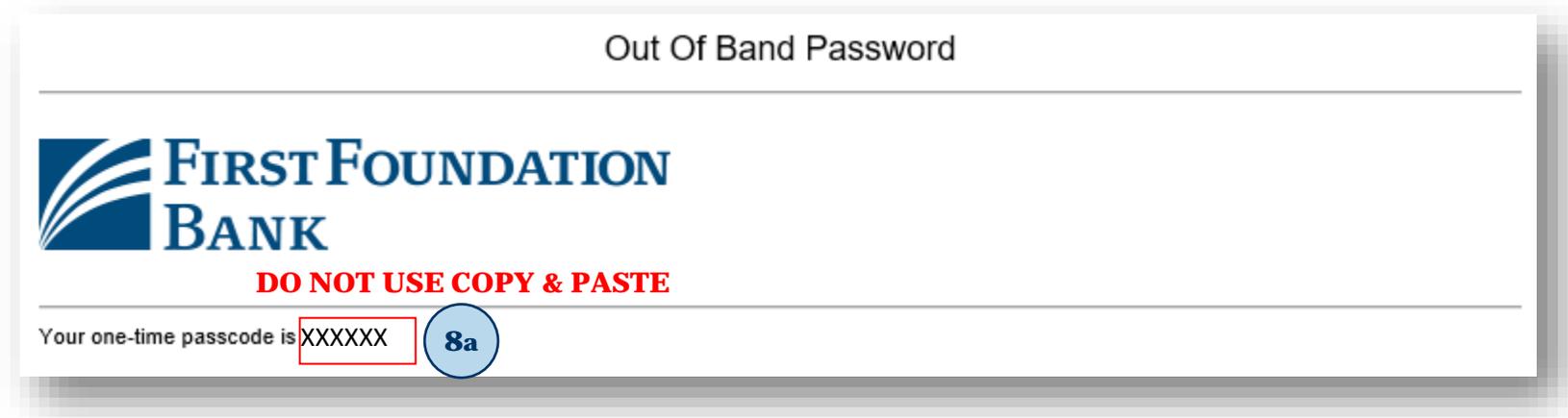
[Forgot PIN? >](#)

[Login Help >](#)

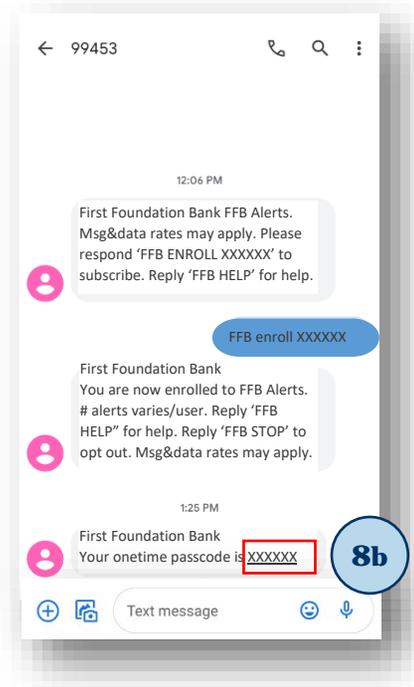
Cancel **Continue** **7**

8. Retrieve **One-Time Passcode**:

a. By email



b. By SMS



- 9. Enter **One-Time Passcode**
- 10. Click on **Login**

Enter Your One-Time Passcode

XXXXXX

[Forgot PIN? >](#)

[Login Help >](#)

Cancel Login