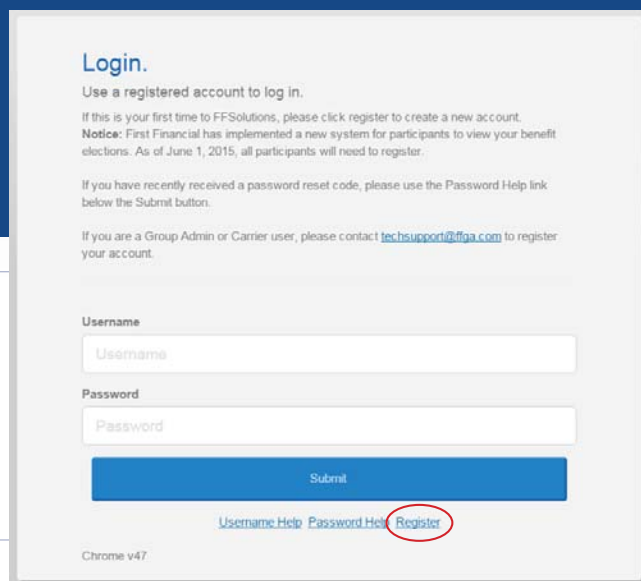


To register a new account:

1. Register:

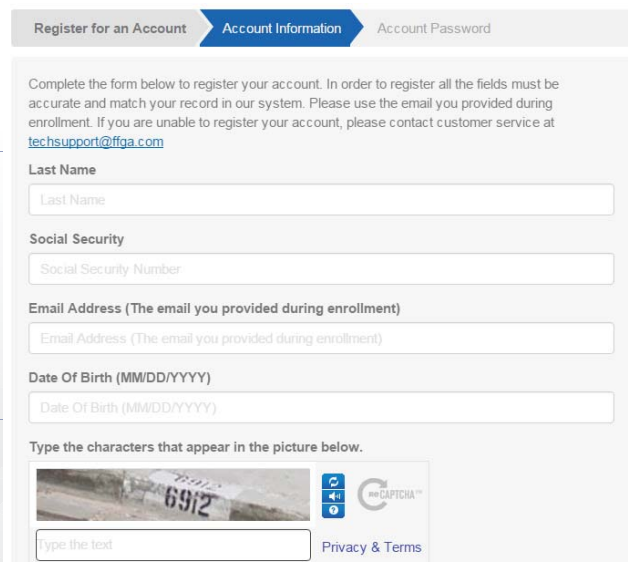
From www.ffga.com, click on **Log In** on the top of the page. Select "Employee". This will take you to the login page. Click **Register** to begin the registration process.



2.

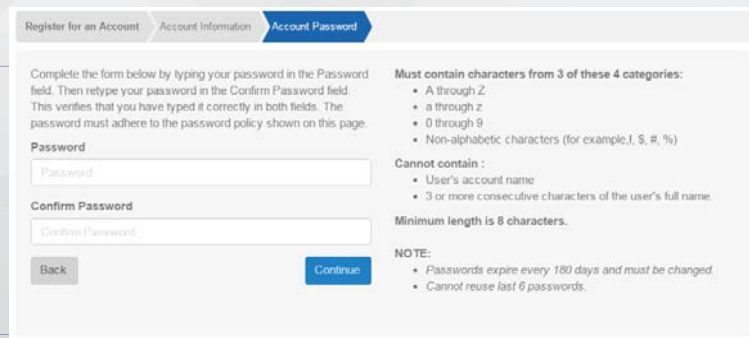
Account Information:

Please enter your information along with the ReCaptcha values and click the **Continue** button.



3. Account Password:

If all of your information is matched in our system you will be shown the password page. Follow the password requirements shown on the right and enter your password in both fields and click **Continue**.



To reset your password:

1.

Password Reset:

If you are unable to login and need password help click the **Password Help** link.

Login.

Use a registered account to log in.

If this is your first time to FFSolutions, please click register to create a new account.

Notice: First Financial has implemented a new system for participants to view your benefit elections. As of June 1, 2015, all participants will need to register.

If you have recently received a password reset code, please use the Password Help link below the Submit button.

If you are a Group Admin or Carrier user, please contact techsupport@ffga.com to register your account.

Username

Password

Submit

[Username Help](#) [Password Help](#) [Register](#)

Chrome v47

2.

Password Help for an Account

Account Information

Reset Password

Please select from the following options:

- ☒ I need a password reset code.
(The reset code will be sent to your email on file)
- ☐ I have a password reset code.

Cancel

Continue

Get Password Reset Code:

To begin, select the **I need a password reset code** option and click **Continue**.

3.

Password Help for an Account

Account Information

Reset Password

Complete the form below with your username. A password reset email will be sent to the email address associated with your account. If you do not have access to the email address associated with your account, please contact customer service at techsupport@ffga.com

Username

Back

Continue

Enter Email Address:

Enter the email address that you used at the time of registration and click **Continue**.

4.

Password Help for an Account

Account Information

Reset Password

A password reset email has been sent to the email address associated with your account. Follow the instructions in your email to complete your password reset. If you do not have access to the email address associated with your account, please contact customer service at techsupport@ffga.com

Continue

Email from : techsupport@ffga.com
Subject : Password Reset Code

A password reset request has been initiated from the FFGA login site.

Your password will not be changed or reset unless you complete this request.
Your password reset code is :

YW648-CT7D-43G6

If you did initiate a password reset follow these steps to reset your password :

- 1) Visit the FFGA login site
- 2) Click on the Password Help link
- 3) Select the option to Reset your password using the Reset Code.
- 4) Follow the remaining instructions on the screens.

Password Reset Code Email:

If your username is validated you will see a confirmation page. An email will be sent to the email address that you used during the registration process. Click **Continue**.

The email we send will look very similar to this example. *This is only an example and will not work for your account.*

Follow the instructions in the email.

To reset your password:

Continued...

5.

Password Reset:

Once you have received the email with the code, return to the log in page and click on Password Help.

Do not use your password reset code as a password.

Login.

Use a registered account to log in.

If this is your first time to FFSolutions, please click register to create a new account.

Notice: First Financial has implemented a new system for participants to view your benefit elections. As of June 1, 2015, all participants will need to register.

If you have recently received a password reset code, please use the Password Help link below the Submit button.

If you are a Group Admin or Carrier user, please contact techsupport@ffga.com to register your account.

Username

Username

Password

Password

Submit

[Username Help](#) [Password Help](#) [Register](#)

Chrome v47

6.

Password Help for an Account

Account Information

Reset Password

Please select from the following options:

- ☐ I need a password reset code.
(The reset code will be sent to your email on file)
- ☒ I have a password reset code.

Cancel

Continue

Have Password Reset Code:

To begin, select the **I have a password reset code** option and click **Continue**.

7.

Password Help for an Account

Account Information

Reset Password

Complete the form below with your username and reset code. The reset code can be found in your password reset email. If you do not have a reset code please click on the Back button and select the correct option. If you do not have access to the email address associated with your account, please contact customer service at techsupport@ffga.com

Username

Type your user name

Reset Code

Type your password reset code

Back

Continue

Enter Email Address:

Enter the email address that you used at the time of registration and your password reset code. The reset code is case sensitive and must be typed exactly as shown in email, including dashes. Click **Continue**.

8.

Password Help for an Account

Account Information

Reset Password

Complete the form below by typing your new password in the Password field. Then retype your password in the Confirm Password field. This verifies that you have typed it correctly in both fields. The password must adhere to the password policy shown on this page.

Password

Password

Confirm Password

Confirm Password

Cancel

Continue

Must contain characters from 3 of these 4 categories:

- A through Z
- a through z
- 0 through 9
- Non-alphabetic characters (for example, !, \$, #, %)

Cannot contain:

- User's account name
- 3 or more consecutive characters of the user's full name

Minimum length is 8 characters.

NOTE:

- Passwords expire every 180 days and must be changed.
- Cannot reuse last 6 passwords.

Changing Password:

If your username and reset code match our system you will be shown the password page. Follow the password requirements shown on the right and enter your password in both fields and click **Continue**.

Once you have entered your password successfully you will see the confirmation page. Click **Continue** to use your username and new password to login.

Password Help for an Account

Account Information

Reset Password

Your password has successfully been changed. Press continue to login using your new password.

Continue

Username Help:

1. Username Help:

If you are unable to login and need username help click the **Username Help** link.

If your email has changed, use the "Register" link to set up your account using your new email address.

Login.

Use a registered account to log in.

If this is your first time to FFSolutions, please click register to create a new account.

Notice: First Financial has implemented a new system for participants to view your benefit elections. As of June 1, 2015, all participants will need to register.

If you have recently received a password reset code, please use the Password Help link below the Submit button.

If you are a Group Admin or Carrier user, please contact techsupport@ffga.com to register your account.

Username

Password

Submit

[Username Help](#) [Password Help](#) [Register](#)

Chrome v47

2. Account Information:

Please enter your information along with the ReCaptcha values and click the **Continue** button.

Username Help for an Account Account Information Username

Complete the form below to verify your account. In order to retrieve your username all the fields must be accurate and match your record in our system. If you are unable to verify your account, please contact customer service at techsupport@ffga.com

Last Name

Social Security

Date Of Birth (MM/DD/YYYY)

Type the characters that appear in the picture below.

950

reCAPTCHA™

Privacy & Terms

Cancel Continue

Username Help for an Account Account Information Username

You have successfully verified your account. Your username is shown below, please use this username to login. If you do not remember your password you can use the password help link from the login screen. Click continue to view the login page.

Your username will show here.

Continue

3. Successfully Verified:

If all of your information is matched in our system you will be shown your username on this page. Click **Continue** to login.

Questions?

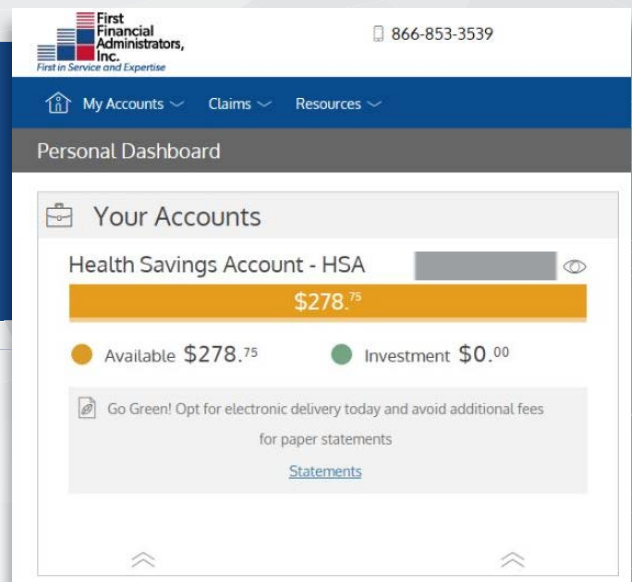
Contact First Financial at
techsupport@ffga.com.



Opt-In to Electronic HSA Statements

1. Home Screen:

From the Home Screen, just below your Balance, click the Blue "Statements" link under the "Go Green" Section.



2.)

3.)

2. Opt -In Settings

Please highlight the option for either "Electronic Only" or "Electronic and Paper" Statements.

NOTE: There is NO FEE if you choose "**Electronic Only**". If you choose to receive "**Electronic and Paper**" statements, you will be charged a fee of \$1.25 per month for the mailing of your statement.

3.

PIN:

Click on the "Sample PDF File" link to obtain the PIN # to be entered into the field marked "Enter PDF PIN Number" listed as step 3 and then click **SUBMIT**.

Questions?

Contact First Financial at
techsupport@ffga.com.

