



Internet Banking Help Notes

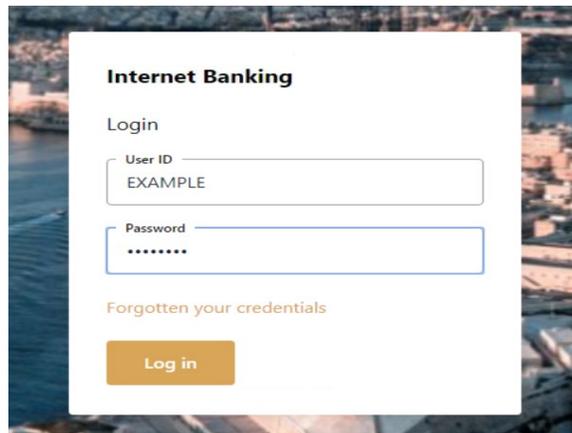
fcmbank.com.mt

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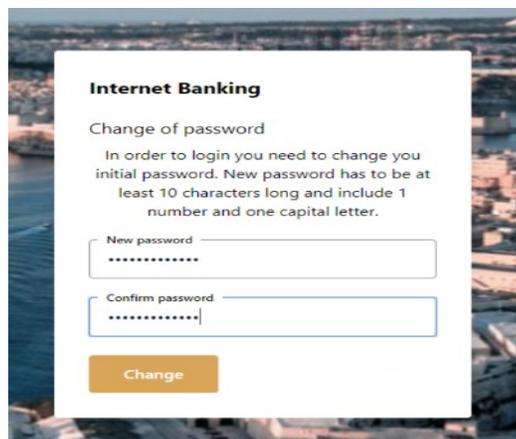
1. First log in for your Internet Banking

1. Log on to ibanking.fcmbank.com.mt
2. Enter your *User ID* and *One-Time-Password*, which have been sent SMS . Click on the Next Log in button to proceed.



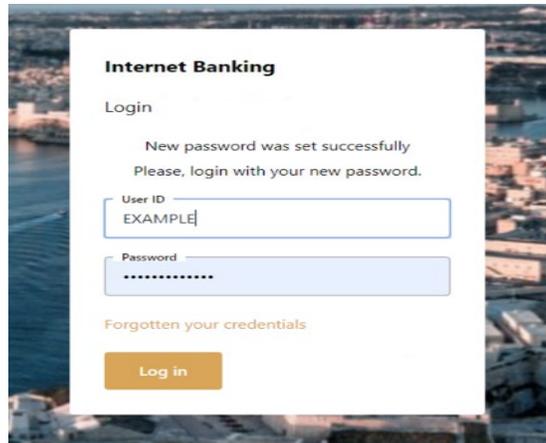
The screenshot shows the 'Internet Banking' login interface. It features a white central box with a blue border. At the top, it says 'Internet Banking' in bold. Below that is the word 'Login'. There are two input fields: 'User ID' with the text 'EXAMPLE' and 'Password' with seven asterisks. Below the password field is a link that says 'Forgotten your credentials'. At the bottom of the box is a blue 'Log in' button.

3. Fill in the required fields.
 - Enter a *new password* (It is important to remember this password to log into your internet banking account). Password should contain both upper and lower case characters as well as numbers and should be at least 10 characters in length;
 - *confirm your new password*
 - Click on to the *Change button* to proceed.



The screenshot shows the 'Internet Banking' 'Change of password' interface. It features a white central box with a blue border. At the top, it says 'Internet Banking' in bold. Below that is the title 'Change of password'. The text reads: 'In order to login you need to change you initial password. New password has to be at least 10 characters long and include 1 number and one capital letter.' There are two input fields: 'New password' with ten asterisks and 'Confirm password' with ten asterisks. At the bottom of the box is a blue 'Change' button.

4. A confirmation message will appear. In order to log into your internet banking account with your newly set password must be used.



Internet Banking

Login

New password was set successfully
Please, login with your new password.

User ID
EXAMPLE

Password
.....

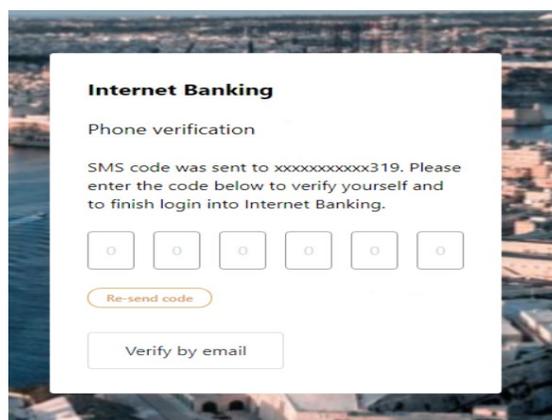
Forgotten your credentials

Log in

5. In order to continue, an authentication code is required .An *authentication code* will be sent by SMS to your pre-registered mobile phone number. The SMS will be sent from FCM Bank and is a 6 digit code.

Your authentication code
is: [497092](#)

6. Enter the *authentication code*.



Internet Banking

Phone verification

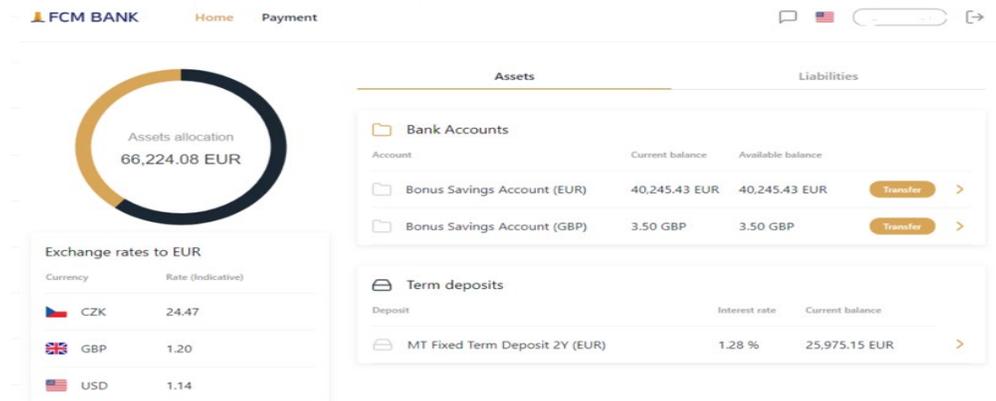
SMS code was sent to xxxxxxxxxxx319. Please enter the code below to verify yourself and to finish login into Internet Banking.

0 0 0 0 0 0

Re-send code

Verify by email

7. Upon successful login, this will take you to the *HOME* page.



2. Logging in to your internet banking

1. Enter your *User ID* and *Password*. Click on the *Continue* button in order to proceed.

Internet Banking 

Login

User ID

Password

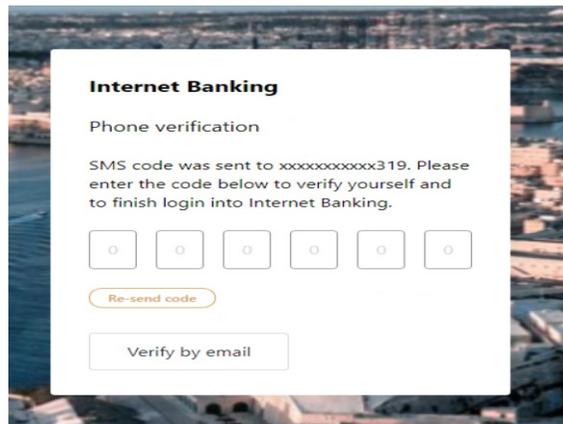
[Forgotten your credentials](#)

[Log in](#)

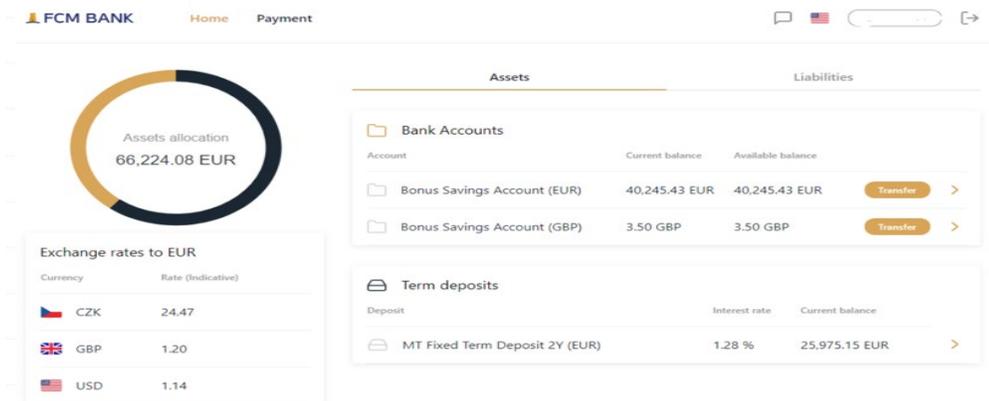
2. An *authentication code* will be sent by SMS to your pre-registered mobile phone number. The SMS will be sent from FCM Bank and is a 6 digit code.

Your authentication code
is: [497092](#)

3. Enter the *authentication code*. Click the *Submit button* to log into your online banking account.



4. Upon successful login, this will take you to the *HOME* page.



3. Making a Payment

Payment

The screenshot shows a web form for making a payment. It has two tabs: 'Payment details' and 'Authorization'. Under 'Payment details', there are three input fields: 'From' (a dropdown menu), 'To' (a dropdown menu), and 'Amount' (a text box containing '100'). To the right of the 'Amount' field is a 'Currency' dropdown menu showing 'EUR'. Below these fields is an orange 'Continue' button.

1. To make a payment, log into your online banking account and select *Payment* from the top menu. Choose the account from which you would like to originate payment (note: payments can only be performed from your variable term savings account) and click *Make a Payment*.
2. From the drop down box under *To Account* select your linked bank account (this is prefilled and was provided upon application creation).
3. Insert the required amount you wish to transfer to your linked bank account.
4. Under the *Date* section, you have the option to select whether you would like the payment to leave your account immediately or on a specified date.
5. Press the *continue* button to proceed.

8. Confirmation of payment.

Payment



Payment successful

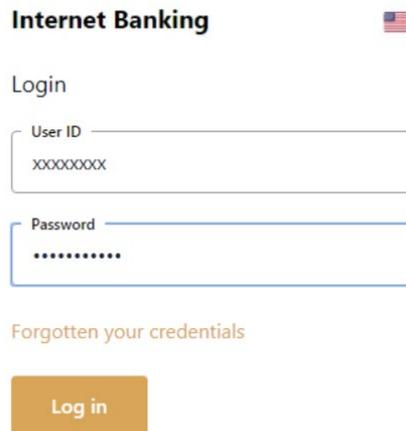
Payment submitted for processing.

[New payment](#)

[Close](#)

4. Changing your Password

1. Open the Log in Screen and click on *Forgotten your credentials*



The screenshot shows the 'Internet Banking' login interface. At the top, it says 'Internet Banking' with a small American flag icon to the right. Below this is the word 'Login'. There are two input fields: the first is labeled 'User ID' and contains the text 'XXXXXXXX'; the second is labeled 'Password' and contains seven dots. Below the password field is a link that says 'Forgotten your credentials' in a brown color. At the bottom of the form is a brown button with the text 'Log in' in white.

2. Enter your User ID
3. You will receive an Email with a link to reset the password
4. A code will be sent out per SMS

5. Enter the code

Internet Banking

Restore forgotten password

One time password to confirm change of password change has been sent to your phone number (xxxxxxxxxx319). Please type in your OTP:

[Re-send code](#)

6. Choose new password and confirm

Internet Banking

Forgotten login details

New password has to be at least 10 characters long and include 1 number and one capital letter.

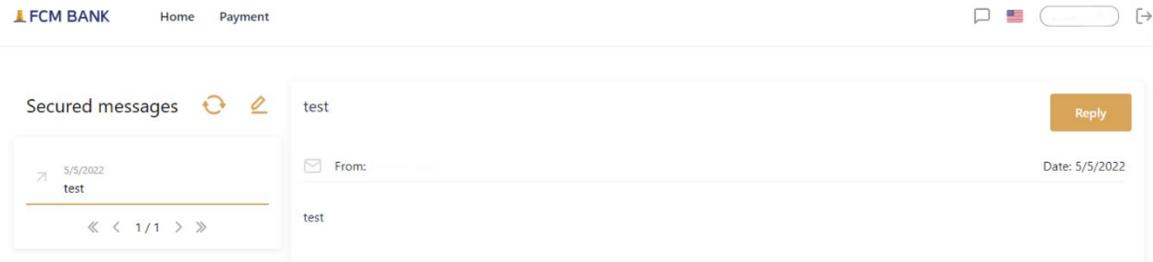
New password

Confirm password

[Change password](#)

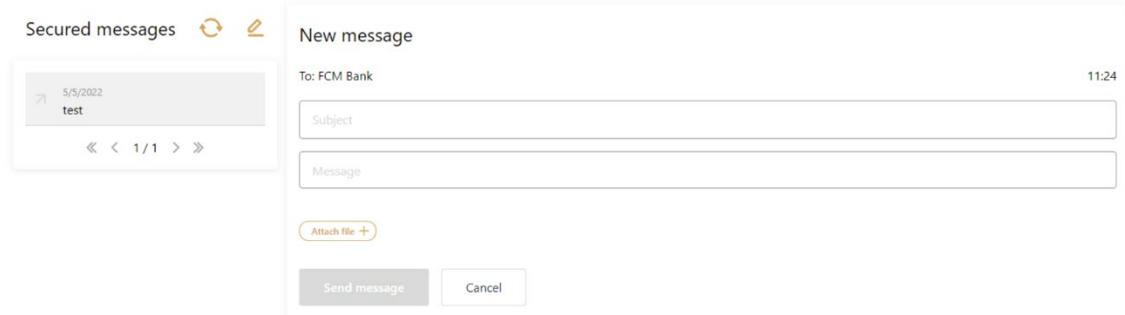
5. Manage Secure Messages

1. Log into your online banking and click on the *message* icon from the top menu. Any secure messages that you have sent to FCM Bank or have received from FCM Bank will be stored here for viewing.



6. Sending a Secure Message

1. Log into your online banking and click on the *message* icon from the top menu.
2. Click on the *pen* icon to write a secure message to FCM Bank



Secured messages  

5/5/2022
test

« < 1 / 1 > »

New message

To: FCM Bank 11:24

Subject

Message

Attach file +

Send message Cancel

3. Write the message and add attachment is needed
4. Click *send message*