

FLight Member FAQ's

1. **What is the FLight mobile app?**

FLight is a family mobile app that allows parents to teach money management to their kids. Assign chores, pay allowances instantly, help them set budgets, grant “loans” (lend them money and teach them how to pay it back responsibly) and more! Through the app children learn how to access their account online, as well as learn about loans, interest, and making loan payments. To promote good financial decisions, children can receive trophies and parents can monitor their child’s account.

2. **What accounts can be used with FLight?**

To use FLight, you will need an active personal account with FirstLight Federal Credit Union and be registered for online or mobile banking. Your children will also need to have a youth account with FirstLight Federal Credit Union with you listed as a parent. You can set one up through our newest feature: *Video Banking*. Youth accounts include: Dollar Dog, Cha-Ching and Edge Accounts.

3. **Where can I download the FLight app?**

To access the parent portal, simply login to Online Banking, choose Additional Services and then select FLight in the menu. Parents can also access the parent version through Mobile Banking, select More, then FLight from the menu. Kids have their own app and will need to download it from the App Store or Google Play.

4. **What types of devices can FLight be installed on?**

The child app for FLight works on all Android and iOS mobile devices. Access to the parent portal can be done through Online and Mobile Banking using a computer, laptop or mobile device.

5. **How do I register?**

Within Online Banking, choose *FLight* under *Additional Services* or *More* within Mobile Banking. It will ask for your SSN then send a text message with a code to your cell phone to verify your identity. You can then add your children’s accounts and send login information to your children. The child will then need to download the app, enter the temporary login information, and change the password. The parent will then receive a text message alerting them that their child has attempted to login. Simply reply “yes” to the message if approved.

6. Why can't I register my account or see my child's name as an option?

To register as a parent and use FLight:

- Must have a child under the age of 24.
- Personal account must be linked to the youth account that you are listed as joint on.
- Verify the account entered during registration is the parent's primary account number and not the youth account number.

7. Why am I not receiving the security code during registration?

Please contact us via *Video Banking* if you need to change your phone number. In order to receive the security code, the mobile phone number must be one of the phone contacts, listed in the members' FirstLight account.

8. My child's account has been locked out or did not receive the invitation text, what do I do?

The parent can visit the main menu in the app, select Other Options, Manage Children, and either choose to reset the child's password or unlock the child. This will send new credentials to the child via text message. If you are still experiencing trouble, please contact us at 800-351-1670.

9. Need further assistance?

Contact us using our *Video Banking* option, call us at 800-351-1670, or visit one of our branch locations.

*Membership eligibility requirements apply. FLight is not available for all youth accounts. For full details, please refer to FLight terms and conditions. Standard data rates may apply. Federally Insured by NCUA.