Starting a Video Chat Using Your Mobile Phone



It's easy to set up a video chat with a member advisor to answer a question, complete a transaction or resolve an account issue.

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Login to the FireFirstCU mobile banking app. Select **More** in the lower right corner.

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Step 2

Select **Video Chat** from the main navigation.



Step 3

Already have the FireFirstVideo app installed? You can start a conversation right away. **Select Open Video Chat App**.

Not set up yet? Select **Download Video Chat App** to visit the app store.



Step 4

Download the **FireFirstVideo** app from the Apple® App Store or Google Play™.



Step 5

Open the FireFirstVideo app and select Quick Video Call.

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Step 6

Enter your **Name** and **Email**, then check the box to agree to the **Terms and Conditions**.

Step 7

Select **"Start Video Call"** to be directed to a Firefighters First member advisor.



Firefighters

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Step 8

Your screen will tell you your place in the queue and the estimated wait time. Get ready to start your meeting.

For more information contact 800-231-1626