

Resources

- Ask our Customer Care Center

Frequently Asked Questions - Premier Login

1. I forgot my password, can I have it reset?
2. How do I register?
3. I can't see the image above the box that asks me to type in the letters and numbers from above. What do I do?
4. I get a message that my SSN is not being entered correctly or recognized.
5. I get a message that my Employee ID is not being entered correctly or recognized.
6. I have not received my registration/reset password e-mails. What do I do now?
7. After I login, I see I have multiple accounts to choose from. Why do I see these accounts?
8. How can I view FBMC's privacy policy?

Q I forgot my password, can I have it reset?

From the login screen, use the "Forgot your Password?" link. You will be asked to enter your e-mail address used during registration.

- A** Enter the e-mail address associated with your account and you will receive an e-mail containing a link to follow. Follow the instructions within the e-mail to be taken to a page where you can securely choose a new account password.

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Q How do I register?

If you are a new user or have not signed in since January 19, 2008, you must register. In order to register you must have your name, mailing zip code, e-mail address and one of the following: FBMC ID, Employee ID or SSN. Fill out the registration form, enter the random image string into the text box, read the user acceptance agreement and then click the "I agree. Complete my registration" button. You will receive an e-mail shortly to finalize the registration. Follow the instructions within the e-mail.

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Q I can't see the image above the box that asks me to type in the letters and numbers from above. What do I do?

- A** Use the right mouse button to click on red X and then select "Show Image" from the menu.

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Q I get a message that my SSN is not being entered correctly or recognized.

- A** Enter your SSN without spaces or dashes in the SSN box. Your SSN must match a valid SSN we have stored in our system.

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Q I get a message that my Employee ID is not being entered correctly or recognized.

- A** Enter your Employee ID without spaces or dashes in the employee id box. Your Employee ID must match a valid Employee ID we have stored in our system.

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Q I have not received my registration/reset password e-mails. What do I do now?

Please check both your email SPAM folder as well as any filters on your e-mail that might stop FBMC.com email from being sent to your email account.

- A** If you are using your work e-mail address, have your company's system administrators remove FBMC.com from its blocked domains.

If you still can't get email, you will need to try using a different e-mail address for registration. Please contact FBMC Customer Service for assistance with removing the account you have already registered.

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Q After I log in, I see I have multiple accounts to choose from. Why do I see these accounts?

- A** If we match your information to multiple accounts within our system, we will show you an account list after log so that you can choose the account you wish to access. Some user accounts may be from a previous employer. We show these accounts for historical information only. If you think that you are seeing an additional account in error, please call FBMC Customer Service for assistance.

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Q How can I view FBMC's privacy policy?

- A** On the registration screen, click on the link "FBMC Privacy Policy" directly above the "I accept. Complete my registration" button. You may also click on the "Privacy Policy" link at the bottom of any page on the myFBMC.com website.

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