System Requirements

1. Our recommended browser is Microsoft Internet Explorer version 11.0 or higher. Fifth Third Direct is commonly used with Firefox, Safari, and Chrome among others. Open Source or BETA versions may have unpredictable results.

2. Internet Connection.

Login

You will log into Fifth Third Direct by going to the following Internet address: Direct.53.com

Once there, you will enter your user ID and password into the fields and click the Login button.
Changing Your Password – Temporary Password

If this is your first access using your temporary password the following dialog box will appear to change your password:

**Note:** Your new password must meet the following criteria:

- May not contain more than three of the same characters in a row (aaa, 222, etc.).
- Must be 8-64 characters in length.
- May not contain your username or User ID.
- May not contain commonly used passwords or password patterns (qwerty, password, abc123, etc.).
- May not be one of your last 6 passwords OR may not be a password you used within the last year.

After verifying your new password, you will be taken back to the Log In screen and required to login using your newly created password to access Fifth Third Direct.
Changing Your Password – Forgot Password

Fifth Third Direct provides the ability for users to reset their password in the event they have forgotten their current one. To do so, users will click the Forgot Your Password link to enter the reset process.

Follow these steps to change your password:

- Click the Forgot Your Password link on the main Fifth Third Direct login page.
- Enter your User ID and email address to authenticate.
- Click the Receive a temporary password link to receive an email containing a temporary password.
Setting Your Security Questions and Answers

If this is your first time accessing Fifth Third Direct you will be asked to set your Security Questions and Answers. The collection of this information will be stored in our security system and will be utilized to:

- Validate your identity when logging in.
- Reset your password.

You will be asked to select and answer three questions. Once you have provided your answers, you will be allowed access to Fifth Third Direct. If you have been entitled to initiate payments, you will be prompted to order a security device.

Security Device Order Requests

Fifth Third Bank requires Security Devices for all users with the ability to initiate payments online. This additional measure of security helps reduce the risk of account compromise. If you are prompted to order a Security Device, the process is simple and takes just a few minutes. At the end of the process, you will receive instructions on how to complete your login process.
Once you’ve successfully logged into Fifth Third Direct, you will be presented with the Overview Page from which you will select the appropriate application you wish to use after the logon process is complete.

Fifth Third Direct has a “help” section for your convenience if you need assistance once logged in. The online help for the Fifth Third Direct may be accessed by choosing "help" from the main menu. Choosing this option will take you to the table of contents. From there you can go to the appropriate section in which you are interested.

Should you need assistance in setting or resetting a password, please contact our Commercial Support Center at 1-866-475-0729.