

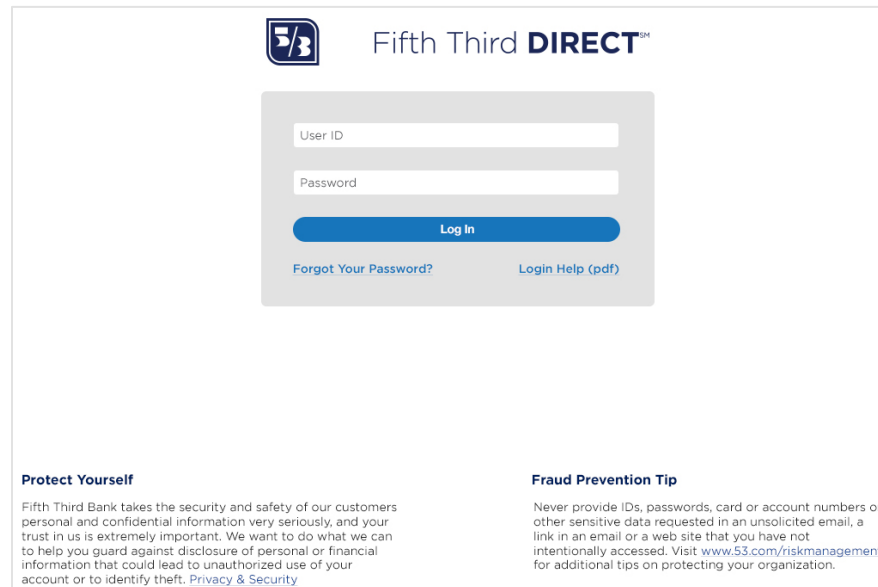
System Requirements

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



The screenshot shows the Fifth Third Direct login interface. At the top left is the Fifth Third Bank logo, followed by the text "Fifth Third DIRECTSM". Below this is a login form with two input fields: "User ID" and "Password". A blue "Log in" button is positioned below the password field. Underneath the button are two links: "Forgot Your Password?" and "Login Help (pdf)". At the bottom of the page, there are two sections: "Protect Yourself" and "Fraud Prevention Tip".

Protect Yourself

Fifth Third Bank takes the security and safety of our customers personal and confidential information very seriously, and your trust in us is extremely important. We want to do what we can to help you guard against disclosure of personal or financial information that could lead to unauthorized use of your account or to identify theft. [Privacy & Security](#)

Fraud Prevention Tip

Never provide IDs, passwords, card or account numbers or other sensitive data requested in an unsolicited email, a link in an email or a web site that you have not intentionally accessed. Visit www.53.com/riskmanagement for additional tips on protecting your organization.

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:

Change Your Password - Reset

You have requested to reset your password. * Required

Password

* Temporary Password

* Create New Password

* Verify New Password

Submit

Your new Fifth Third Direct Password must meet the following criteria:

- Must be 8-64 characters in length
- May not contain more than two of the same character in a row (aaa, 222, etc.)
- May not contain your username or custom user ID
- The two passwords must match

- *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 last year*

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.

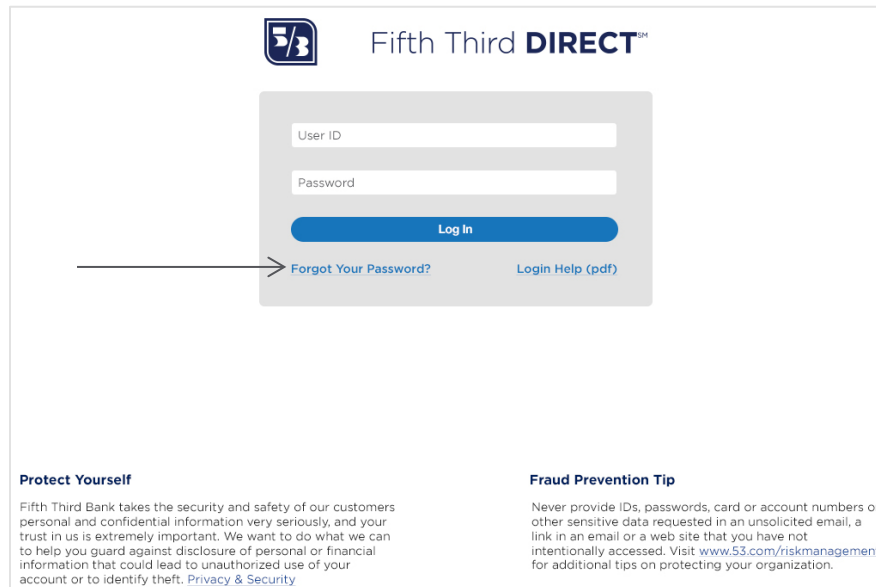
After verifying your new password, you will be taken back to the Log In screen and required to login using your newly created password to access Fifth Third Direct.

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.



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Setting Your Security Questions and Answers

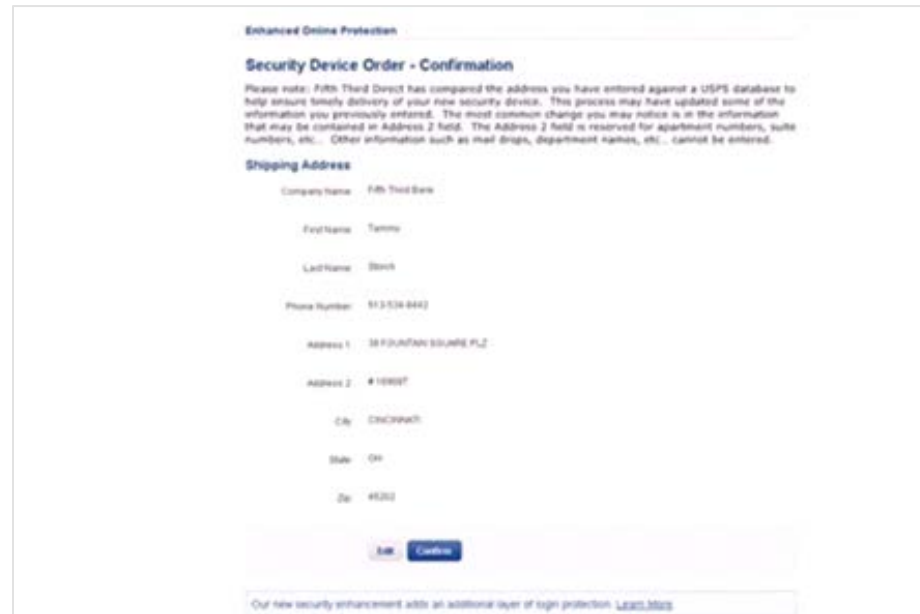
If this is your first time accessing Fifth Third Direct you will be asked to set your Security Questions and Answers. The collection of this information will be stored in our security system and will be utilized to:

- 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.



Enhanced Online Protection

Security Device Order - Confirmation

Please note: Fifth Third Direct has compared the address you have entered against a USPS database to help ensure timely delivery of your new security device. This process may have updated some of the information you previously entered. The most common change you may notice is in the information that may be contained in Address 2 field. The Address 2 field is reserved for apartment numbers, suite numbers, etc. Other information such as mail drops, department names, etc. cannot be entered.

Shipping Address

Company Name: Fifth Third Bank

First Name: Tammy

Last Name: Smith

Phone Number: 513.528.8442

Address 1: 38 FOUNTAIN SQUARE PLZ

Address 2: #1000T

City: Cincinnati

State: OH


Zip: 45202

[Back](#) [Continue](#)

Our new security enhancement adds an additional layer of login protection. [Learn More](#)

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.

 Fifth Third **DIRECT**SM

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25

 Notifications [Log Off](#)

[Overview](#) [Administration](#) [Credit Services](#) [Reports](#) [Account Management](#) [Payments & Transfers](#)

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

Questions? Please call 866-475-0729 or email CommercialSupport@53.com for assistance.