Online/Mobile Access
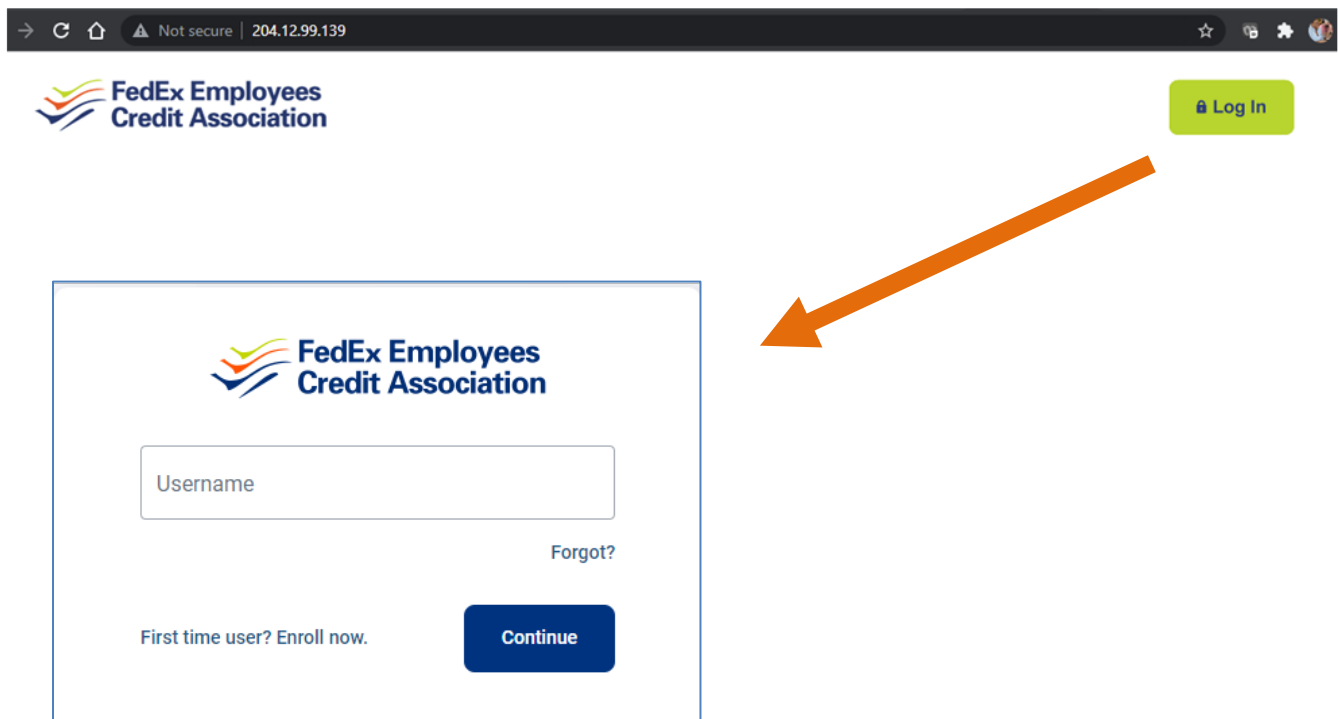## REX Quick Installation Guide

GENERAL

What is REX?
REX is the name of our online platform that gives you direct access to your FECA accounts. Currently there are 2 separate services: **REX Online** which allows you to login to your account from fecca.com and **REX Anywhere** which activates the mobile app.

LOGIN & CREDENTIALS

How do I access REX?
Go to fecca.com. In the upper right corner is a "Log in" box. This is where you login or enroll.

What is a REX ID?
Your REX ID is simply your username. Each member will create their own unique name when they enroll.

What if I don't know the password or username?

You can recover your account by going through the "Forgot Password?" steps:

1. At the sign-in screen, select "**Forgot?**" beneath the "**Username**" and "**Password**" fields.
2. Complete the "**Username**" and "**Email**" fields.
   TIP: Select "**Try another way**" to recover the account using SSN and member number. Employer Identification Number (EIN) and Individual Taxpayer Identification Number (ITIN) are also accepted.
3. After entering the account recovery information, select "**Next**".
4. Follow the prompts to enter an email and phone field, Select "**Next**".
5. Select "**Sign In**" and enter credentials, or "**Reset Password**" and select "**Update**".
6. Read the user agreement, and then select "**Accept**".

Will I need to download a new app with the new REX Anywhere?

Yes. The Apple app is available on the App Store and the Android app is available on Google Play. Look for, **FedEx Employees Credit Assoc**, in your App Store.

Do I need to re-enroll in REX Online on the new system?

There is no need to enroll in REX Online if you have previously enrolled in REX Online banking. Log in with your existing REX credentials on either the FECA website or the new REX Anywhere mobile app. If you are having trouble logging in, you can reset your password to recover access to your account. **If you have <u>not</u> previously used REX online banking, you will need to go through the enrollment process.**

How do I access REX?

You have online and mobile access to your account on a desktop, laptop, mobile phone, or other internet-accessible device. Simply log in using your existing digital banking at either of the two access points:

1) Visit our website <u>www.fecca.com</u> and click Log In to get started
2) Download the NEW REX Anywhere app from the Google Play or Apple Store

Note: You will not be able to access the website via old bookmarks or the previous REX Anywhere app.

ISSUES & ERROR MESSAGES

Why am I getting the REX or REX Anywhere error: "Your account needs attention"?
This error is present during the log in process and typically means your account has been locked. This can happen for a variety of reasons but is easily resolved. Please contact us via phone, (800)228-8513 or from the Memphis area, (901)344-2500 or select the CHAT option at www.fecca.com, for assistance.

Why am I getting the REX or REX Anywhere error: "Please verify your information and try again"?
This error is present during the log in process and typically means that your credentials didn't match our records. Try entering your credentials one more time. If the error persists, please contact us via phone, (800)228-8513 or from the Memphis area, (901)344-2500 or select the CHAT option at www.fecca.com, for assistance.

Why am I getting the REX or REX Anywhere error: "Oops: The information you provided doesn't match what we have on file."?
This error is present during the log in process and typically means that your account information does not match our records. Please contact us via phone, (800)228-8513 or from the Memphis area, (901)344-2500 or select the CHAT option at www.fecca.com, for assistance.

I'm not able to log in to REX when I click on the login button
If you use Chrome, you need to clear your cache to remove all cookies. If you need further assistance, please contact us via phone, (800)228-8513 or from the Memphis area, (901)344-2500 or select the CHAT option at www.fecca.com, for assistance.

Why am I getting the REX or REX Anywhere error: "Incorrect phone number"?
This error is present during the enrollment process and means that the phone number you entered does not match the phone number we have on file. If you have an alternative phone number, you can try again. If you would like to update your phone number in our system or need other assistance,

Why am I getting the REX or REX Anywhere error: "Does not meet username or password requirements"?
This error is present during the enrollment process or when updating credentials. Click on "Show Rules" below the username and password field to see the credential requirements.

Why am I getting the REX or REX Anywhere error: "It looks like you've already enrolled"?
This error is present during the log in process and typically means that our records show that you have previously created an account with us. If you forgot your username and password, on the log in page click Forgot? Follow the steps to recover your account.