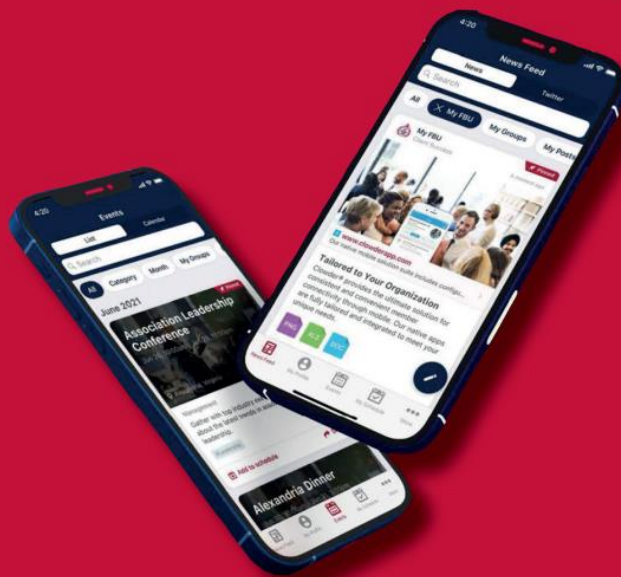


How to download and set up the FBU app for the first time

FOR EVERYTHING FBU



DOWNLOAD THE APP



The FBU App is available in the Apple App Store (for iPhone users) and the Google Play store (for Android users). Search 'Fire Brigades Union' or use the QR codes provided and download the App. Once you've downloaded the app this will be the screen you see when you click open



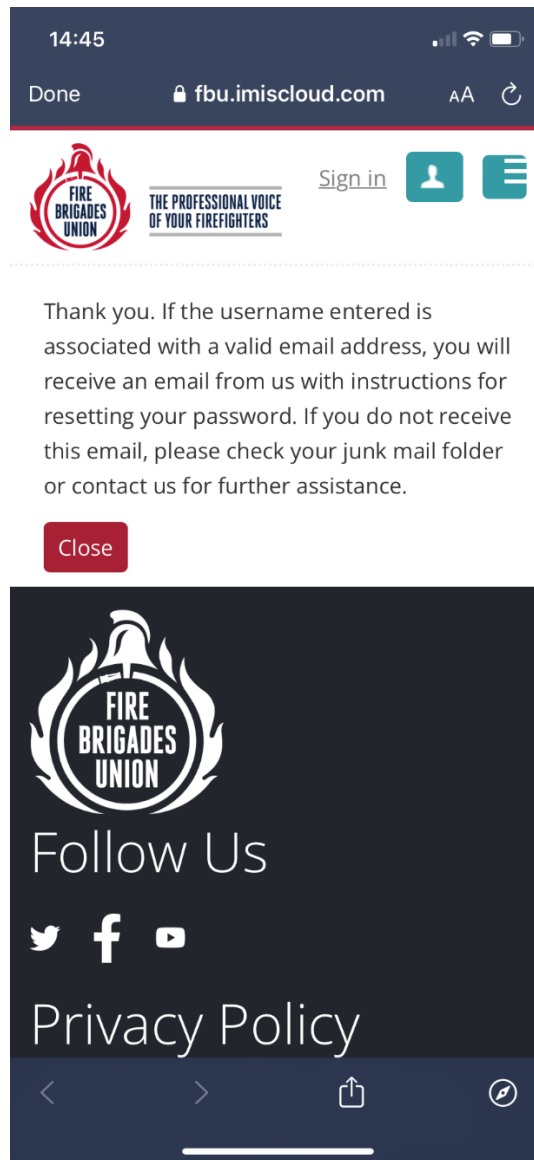
[Log in to your account](#)

[Reset Password](#)

Powered By  Clowder

* Click Reset Password

Please enter the email address that the Fire Brigades Union sends email updates to



This is the email address that the FBU has recorded against your membership details.
If the FBU doesn't send you emails please check with your Brigade Organiser or with the membership team that we have an email address linked to your details. Please note that we cannot use fire & rescue service email addresses

16:12

Done fbu.imisccloud.com AA ↺

 **FIRE BRIGADES UNION**
THE PROFESSIONAL VOICE OF YOUR FIREFIGHTERS

[Sign in](#)  

Username request

Enter the following values to verify your user identity, then click Submit. We will email your username to the email address specified in your user account.

*Email

[Submit](#) [Cancel](#)

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Follow Us

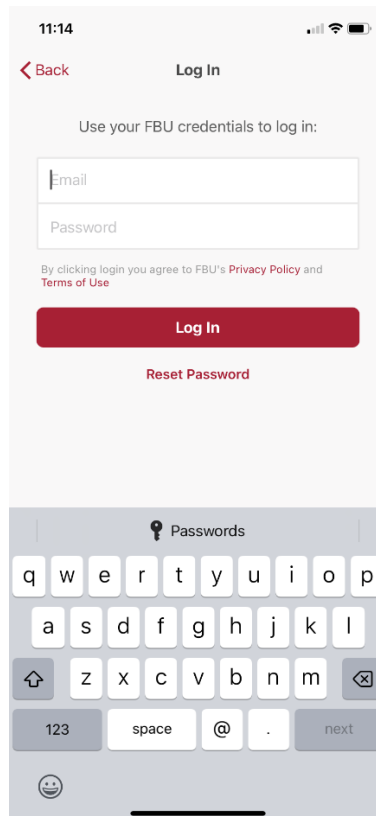
  

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Once you have entered your email address click Submit

Please check your emails, you will be looking for an email from MembershipServices titled public Password reset request. This may inadvertently end up in your junk/spam folder, please check. The links within the email are valid for 20 minutes after you requested them.

The links will take you to a separate secure website. Not the app. This is where you can create your password which will enable you to access the app. Please create a password longer than 8 characters including at least one number. Once your password has been created you can return to the app & log in.

A screenshot of a mobile application's login screen. At the top, the status bar shows the time 11:14 and signal/battery icons. The app header has a red '< Back' button and a 'Log In' title. Below the header, the text 'Use your FBU credentials to log in:' is centered. There are two input fields: 'Email' and 'Password'. Below the fields, a line of text states 'By clicking login you agree to FBU's Privacy Policy and Terms of Use', with 'Privacy Policy' and 'Terms of Use' in red. A large red 'Log In' button is centered below the text. At the bottom of the form area, a red 'Reset Password' link is centered. The bottom of the screen shows a standard iOS keyboard with a 'Passwords' header, a home indicator bar, and a smiley face icon in the bottom left corner.