

Mobile Banking Instructions

Mobile Banking offers our customers the ability to bank on the go! First Bank customers can use their mobile device to securely bank from anywhere.

First Bank has two mobile banking services:

1. **Browser Based Banking** on a Smart Phone
2. **Text Banking on a phone** with SMS texting capabilities



BROWSER BASED MOBILE BANKING

This mobile banking service uses the web browser on your phone to view account balances, transfer funds between your accounts, view check images, pay bills and more.

Instructions:

- **Launch the web browser** on your smart phone
- **Type www.FirstBankAK.com** in the web browser.
Note: The system will recognize that the request is coming from a mobile device and will automatically redirect you to the mobile page. The address can also be saved as a shortcut to most smart phone desktops or book marked for quick access.
- **Click the Sign On link** from the Mobile Banking Home page to bring up the Sign On Screen
- **Sign On** using your Online Banking Sign On ID and Password
- Sign On credentials are validated against First Bank's multi-factor authentication system. When warranted, for the protection of your personal and account information, you may be prompted to answer your challenge questions.
- Once signed on, you can navigate through the screens to:
 - View account balances, transactions, registry and check images.
 - Transfers allow you to transfer funds between your accounts.
 - Bill Pay will let you set up Bill Payments and view Scheduled Payments.
 - You can also access the Locations, Contact Us and About Us information while signed on.

TEXT BASED MOBILE BANKING

First Bank's SMS Text Banking service is the fastest, easiest way to check account balances and recent account activity from a cellular phone with SMS texting capabilities.

In order to uniquely register your device to your account information you must first set up your device through the "Device Registration Website". Registering your device also allows you to deactivate your phone in the case of it being lost or stolen.

Instructions:

- From an internet connected computer got to **www.FirstBankAK.com**, click on the Mobile Banking icon. Click **Text Banking** and click on Register My Device
- **Sign on** to the site using your Online Banking Sign On credentials
- Click on **Add a New Device**
- **Enter the cell phone number** you would like to link to this account
- **Validate that the information** is correct and click confirm
- You will immediately be sent a "you are enrolled message" to the device you have registered

Using First Bank Text Banking Service

To use the service, **text the commands below to the number 21443**

fb bal (will return current and available balance amounts for accounts)

fb hist (will return the most recent three transactions on accounts)

fb cmd (will return this list of available commands)

fb help (will return help and contact information)

fb stop (will deactivate your device from accessing the mobile text accounts)

Note: Commands are not case sensitive, however, the space between "fb" and the command is necessary.