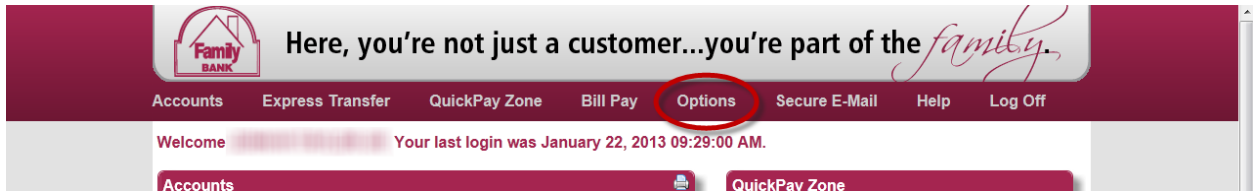


How to Enroll in Family Bank Mobile Banking

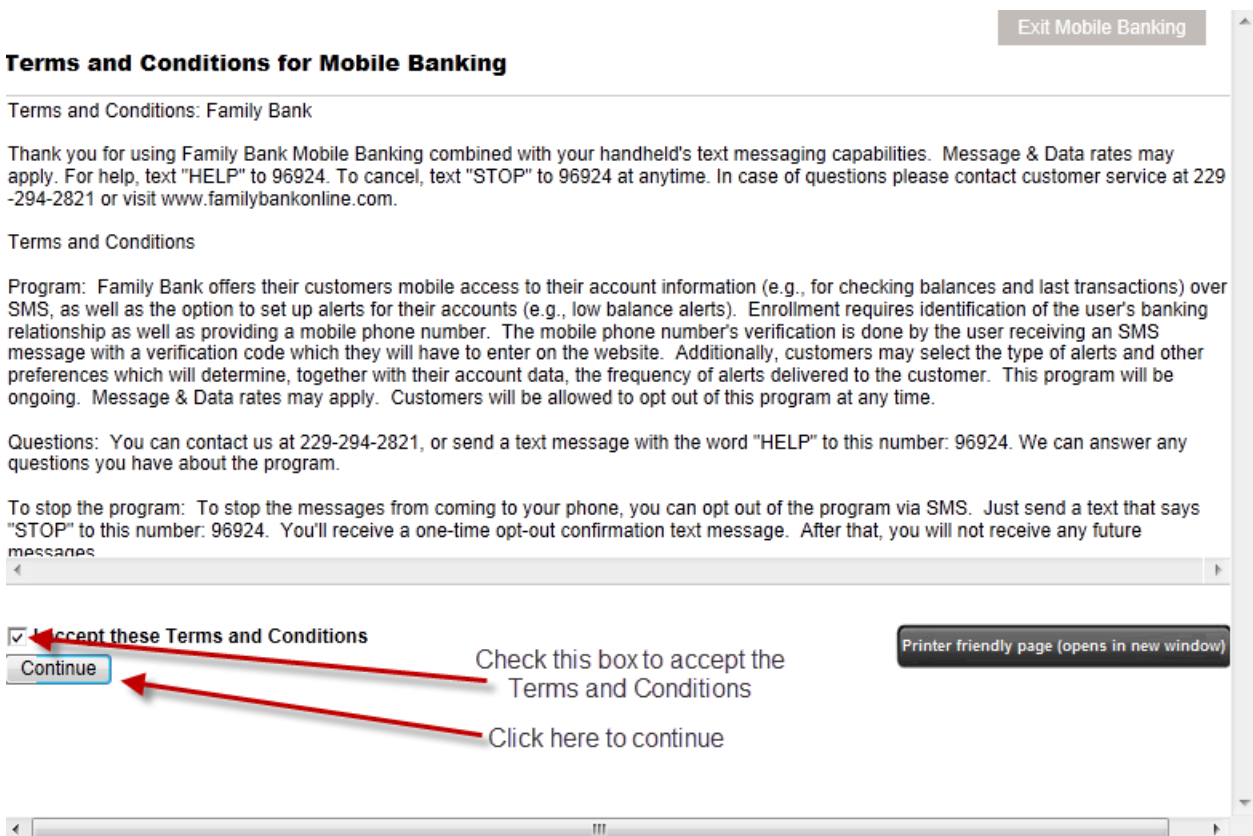
- Go to www.familybankonline.com and log in to Internet Banking.
- From the menu at the top of the page, click “Options” (circled in red in the picture below).



- Scroll down the page until you see the “Mobile Banking Profile” section and click on the “Enroll Now” button (circled in red in the picture below).



- Follow the instructions in the picture below:



- Follow the instructions in the picture below:

Select Services

Choose from a variety of mobile banking services. You can get basic account balance and transaction information, or receive full mobile banking capabilities that allow you to view account details, pay bills, transfer money, and more.

Please Choose a Service:

[Not Sure? Click here to compare the services](#)

Mobile Browser (I'd like to receive a link to Browser Banking.)

Why Use Mobile Browser Banking?
Get full and extended mobile banking capabilities on your web-enabled phone. Receive an optimal banking experience with a look and feel that is similar to PC-based online banking, in a site designed to fit neatly into your phone's screen.

[View Screenshot](#)



Text Messaging (I'd like to use text banking services.)

Why Use Text Banking?
Send text commands (such as BAL) to your bank from your SMS-enabled phone to inquire about basic account balance and transaction history information. Receive text message responses directly to your phone.

[View Screenshot](#)

Downloadable Mobile Apps (I'd like to receive a link to download the App.)

Why Use a Downloadable Application?
Get a customized application for your iPhone or Android phone that provides an intuitive and rich user experience consisting of easy-to-navigate screens and menus. Receive all the benefits of mobile browser banking, enhanced by your phone's unique features.

Supported phones:
• iPhone  • Android 

[View Screenshot](#)

Check the boxes next to the services you want to enroll in then click Continue.

[Continue](#)

- If you chose "Text Messaging" in the previous step, you will see the following screen. Follow the instructions in the picture below. Otherwise skip to the next step.

Account Selection and Configuration

1. Select your timezone which helps us to determine when to send alerts to your phone

Time Zone: [1](#) Set your time zone.

2. Select the account you wish to access through Mobile Banking and confirm their nicknames

| Eligible Accounts | Mobile Banking Nickname |
|---|-------------------------|
| <input checked="" type="checkbox"/> Bill Account () Checking | 1 <input type="text"/> |
| <input checked="" type="checkbox"/> Spending Account () Checking | 2 <input type="text"/> |
| <input checked="" type="checkbox"/> School Account () Checking | 3 <input type="text"/> |
| <input checked="" type="checkbox"/> Savings () Savings | 4 <input type="text"/> |
| <input checked="" type="checkbox"/> Home Loan () Loan | 5 <input type="text"/> |
| <input checked="" type="checkbox"/> ELA () Loan | 6 <input type="text"/> |

What's a Texting Nickname?

The nickname identifies the account in a text message. For example, to check your transaction history, text HIST followed by the account nickname, such as S1.

[View Example](#)

[Back](#)

[Continue](#)

[2](#) Check the boxes beside all of the accounts you want to use with text banking.

[3](#) Assign the "nicknames" you'd like to use for each account here. TIP: Keep them short and easy to remember.

[4](#) Click "Continue"

- Enter your mobile phone number in the blank provided and click “Continue.”

Your Mobile Device

Enter Your Mobile Phone Number: For example, 5551234567

- You should have your mobile phone with you.
- You'll receive a text message with an activation code. You need this activation code to continue.
- The phone number you provide will not change any other phone numbers we have on file in our records.

Thank you for using Mobile Banking combined with your handheld's text messaging capabilities. By registering for Mobile Banking, or changing your registration information, you certify that:

1. You are the account holder, or
3. You have the account holder's permission to do so.

Message and data rates may apply. For help, text "HELP" to 96924. To cancel, text "STOP" to 96924 at any time. Message frequency depends on account settings. For assistance, please contact customer service at 229-294-2821.

Our participating carriers include (but are not limited to): AT&T, Sprint, T-Mobile®, U.S. Cellular®, Verizon Wireless

- You will see the following page:

Enter Activation Code

Enter the activation code we sent to your phone.

Activation Code

Thank you for using Mobile Banking combined with your handheld's text messaging capabilities. By registering for Mobile Banking, or changing your registration information, you certify that:

1. You are the account holder, or
3. You have the account holder's permission to do so.

Message and data rates may apply. For help, text "HELP" to 96924. To cancel, text "STOP" to 96924 at any time. Message frequency depends on account settings. For assistance, please contact customer service at 229-294-2821.

- You will receive a text message from Family Bank that contains an activation code. Enter the code you receive in the blank provided and click “Activate.”

- Once you see the following screen, you have completed your enrollment in Family Bank Mobile

Banking:

Activation Successful

 **Print This Page for My Records**

Important Information

Text Message Banking

- Expect to receive a text message with your mobile banking short code and texting commands
- Text 'BAL' for your balances
- Text 'HIST' + your account's texting nickname for a list of transactions (ex. HIST C1)

Mobile Browser Banking

- Expect to receive a text message with a link to the mobile banking site
- Click and bookmark the mobile banking site's unique link

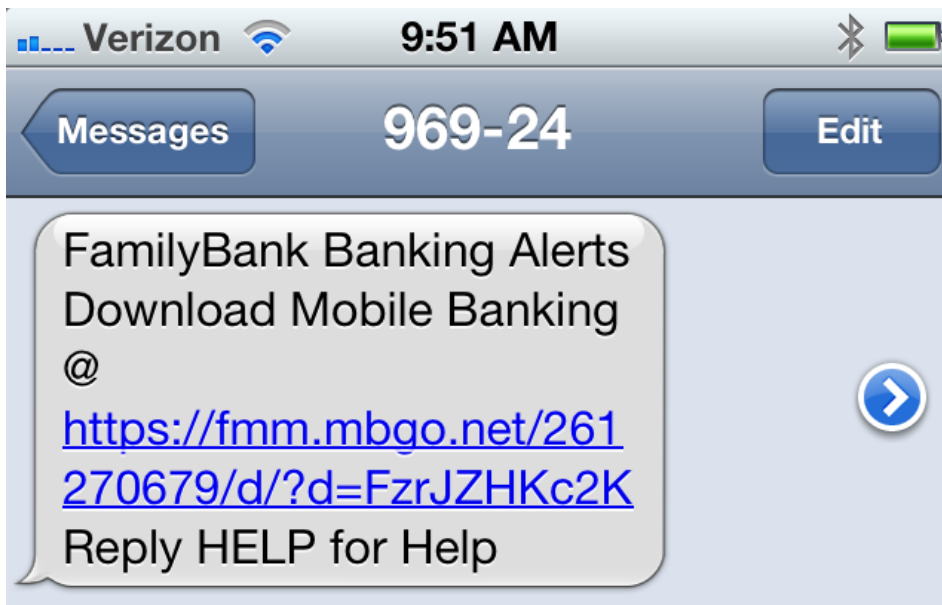
Downloadable Application

- Expect to receive a text message with a link to download the application
- Click the link and follow the instructions on your phone's screen

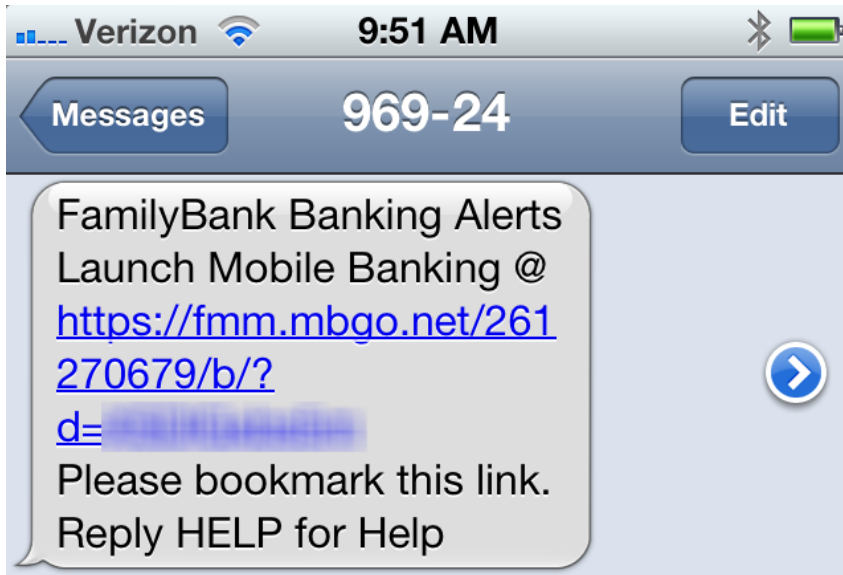
 **Print This Page for My Records**

Go to Mobile Banking Main Menu

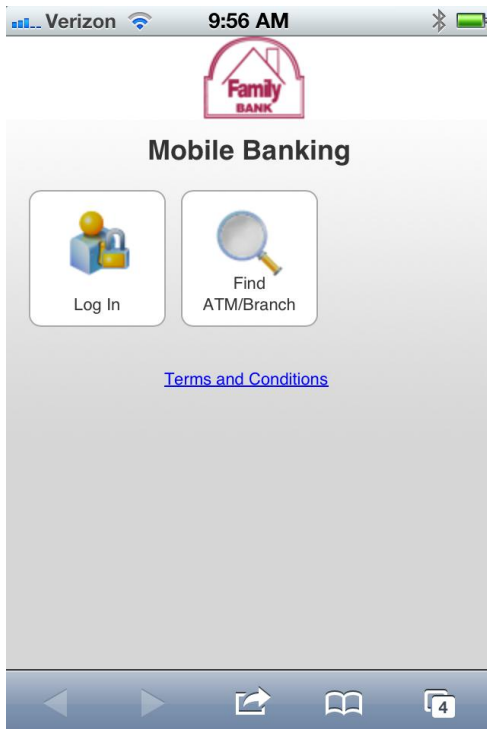
- You may close the website at this point.
- If you chose, "Downloadable Mobile App" during enrollment, you will receive a text message from Family Bank with instructions on downloading the Family Bank Mobile Banking App that will look similar to the picture below. Click the link in the text message to be taken to either the Apple App Store or the Google Play Store to download the app for your phone.



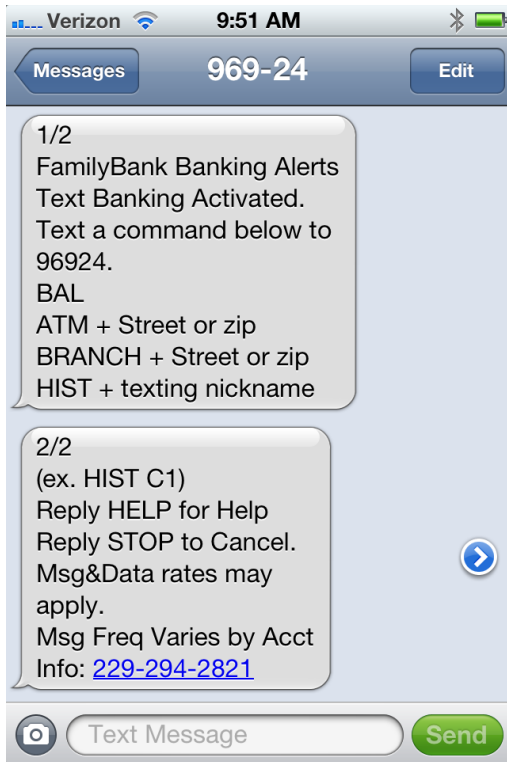
- If you chose “Mobile Browser” during enrollment, you will receive a text message similar to the one in the picture below with the link to the log in page for Family Bank Mobile Banking. Click the link in the text message.



- You will be taken to the following page:



- Click the “Log In” button to log in to the Family Bank Mobile Banking mobile browser site. TIP: add this site to your bookmarks to make it easier to get to.
- If you chose “Text Messaging” during enrollment, you will receive a text message similar to the one in the picture below.



- Follow the instructions in this text message to receive your balances by text message. Hint: by texting the letters BAL to 96924, you will receive a text message with the balances for all of the accounts you chose to use with text banking during the enrollment process.