

HeyBank® Mobile

Downloadable App

- Go to iTunes or Google Play on your mobile phone, search for the **TouchBanking** app, and install it.
- Open the app and enter the following:
 - App Code = **heybank1**
 - Username = Online Banking **Access ID**
 - Answer security questions and enter Online Banking password
 - Accept Terms & Conditions
- You can now:
 - view your account balances
 - view recent transactions
 - transfer funds
 - initiate/modify/cancel bill payments via FB&T Bill Pay service
 - view e-bills
 - locate FB&T ATM's and branches

Mobile Browser & Interactive Text

- Log into **First Bank Online Banking**
- Go to **Options**.
- Scroll to the **Mobile Banking Profile** section and click the **Enroll Now** button.
 - If you've already enrolled for the Downloadable App, click **Manage Devices, Add New Device, enter Phone Number, Continue, choose the Other Services** that you would like, continue with instructions below.
- If you haven't enrolled for any Mobile services before, accept the **Terms and Conditions, Continue**.
- Select the appropriate eligible accounts and enter a nickname for each one (this will be used to identify each account in a text message).
 - Nicknames can be as simple as "1", "2", "3", etc.
- Enter your Mobile Phone Number.
- Select the HeyBank Mobile services you would like to utilize on your mobile phone.
- You will receive a text message with an activation code. Enter that code on your computer and look for the Activation Successful message.
 - The activation code expires 24 hours after you receive it

*****Ensure that you have your phone's internet settings set to allow pop-ups and to accept cookies.***

- You can manage your mobile device(s) from Online Banking anytime after enrollment. Log into Online Banking, go to **Options, Mobile Banking Profile** and **Manage Devices**. From the **Main Menu**, you can change your phone number, add a new phone number, change your Mobile Banking services, delete the phone from the service, download the application, request a link for the mobile browser, change which accounts you want to have access to, and nickname your accounts.

*****First Bank & Trust strongly urges you NOT to save your access ID and/or password in your mobile browser or any other browser setting.***

Mobile Browser

- If you enrolled for the Mobile Browser service, go to the text message from 969-24. It will say “HEYBANKMOBILE Banking Alerts Launch Mobile Banking @ https://.....”
- Open the link in the text message and a browser page with the FB&T logo will appear.
- Click the Log In button and enter your current Online Banking password.
- You can now:
 - view your account balances
 - view recent transactions
 - transfer funds
 - initiate/modify/cancel bill payments via FB&T Bill Pay service
 - view e-bills
 - locate FB&T ATM's and branches

Text Messaging

- To view account balances, text **B, BAL, BALANCE, or BALANCES** to short code 96924 and you will receive a text message displaying the balances for all accounts that you have enrolled.
 - * Tip: Save short code 96924 to your contacts
- To view transaction history, text **STMT, HIST, or TRAN plus the account nickname** to short code 96924 and you will receive a text message displaying the most recent transaction history. Reply to the text **NEXT or MORE** to receive more transactions. If you can't remember the account nickname, text **BAL** to receive a list of your accounts by nickname.
- To locate a FB&T ATM, text **ATM plus the zip code, city, or state** to short code 96924.
- To locate a FB&T branch, text **BRANCH plus the zip code, city, or state** to short code 96924.
- To locate both FB&T ATM and branches, text **BOTH plus the zip code, city, or state** to short code 96924.
- For help, text **HELP or HLP** to 96924.
- Text **STOP** to cancel the service.

Frequently Asked Questions

Are there fees to use HeyBank® Mobile?

First Bank doesn't charge any fees to use these services. However, you should contact your wireless service provider to see if any connectivity or usage rates may apply.

Do I have to be enrolled in First Bank Online Banking to use HeyBank® Mobile?

Yes, the online banking browser is where you sign up for HeyBank Mobile.

I deleted the text message that contained the link to download the app. How do I get another text?

You can manage your mobile device(s) from Online Banking anytime after enrollment. Log into Online Banking, go to **Options**, Mobile Banking Profile and Manage Devices. From the Main Menu, choose the option to download the application.

I tried to download the TouchBanking app from the App Store and I can't log into the service.

Make sure that you entered the appropriate App Code for FB&T. It is heybank1.

The app will not download on my device.

Every mobile device is different, so you may not be able to download the app. If you are having trouble, contact your mobile service carrier to ensure that your device supports app downloads.

When I click on the link for the HeyBank® Mobile site, nothing happens.

Every mobile device is different, so you may not be able to click the link in the text message. Try to 1.)open the text message and click the Send or Go button, or 2.)copy and paste the URL to the device's web browser.

I forgot to bookmark the browser link used for HeyBank® Mobile. What is the URL?

You can manage your mobile device(s) from Online Banking anytime after enrollment. Log into Online Banking, go to **Options**, Mobile Banking Profile and Manage Devices. From the Main Menu, you can request a link for the mobile browser.

Are the keywords case sensitive when using the text messaging service?

No. Whether "BAL" or "bal" is entered, a response with the account balance information is sent.

Why are my results sent as multiple messages?

Text messages are limited to 160 characters. If the account information exceeds the character limit the account information is sent in multiple messages - no more than five at a time.

Can I add another mobile device to the service for the same account?

Yes, from the Manage Device function in Online Banking, click the Add New Phone button and enter the mobile phone number for that device. You will then receive a text message with an activation code. Enter the activation code to authenticate the device.

What if my cell phone becomes lost or stolen?

Call the Bank immediately so that all online and mobile access can be turned off. During non-business hours, you can delete your mobile device(s) from the service within Online Banking. Go to **Options**, Mobile Banking Profile and Manage Devices. Choose the option to stop using this phone for Mobile Banking.

Which accounts are available through HeyBank® Mobile?

The accounts that you have access to in Online Banking are the accounts you will have access to in HeyBank Mobile. Customize which accounts you want to see from the Manage Device function in Online Banking.

I have text messaging enabled on my mobile device, why can I not receive text messages?

The mobile service carrier may be blocking short codes or you may have blocked short codes on the mobile device. Short codes must be enabled to use HeyBank Mobile. Short codes are abbreviated phone numbers, usually five digits.

As always, if you have any other questions, please call First Bank at 1-580-336-5562.