



## Online Banking & Mobile App Auto Enrollment Instructions

### **Important Note:**

*In order for customers to enroll in eStatements, the first 3 Names on the Account MUST establish an Online Banking Access ID & Password. It is recommended for Joint Accounts, each account owner establish a personal Access ID & Password. This will reduce the risk of “locking” yourself out of the account due to entering incorrect passwords. In addition, any owner of the account may establish an Online Banking Access ID and will be able to view all information related to the account. However, only the first 3 Names on the Account are authorized to make changes online.*

1. Click on the “Enroll” link located in the Online Banking section.
2. Enter Type of Account, Account Number, Social Security Number and Email Address.
3. Click “Agree” or “Disagree” to the terms for the FOCUS Bank Online Agreement.
4. You will then be prompted to create a New Access ID and Password. Your new password must be a minimum of 8 random characters containing at least 1 number, 1 uppercase and 1 lowercase letter, and 1 special character -!@#\$\$%^&\*() . **NOTE \* The Password cannot contain any part of the Access ID or the word “Password”. Maximum length is 17 characters.**
5. Select the Challenge Questions and Answers from the drop-down menu and check the appropriate box to indicate if the computer you are using is a personal computer or a public computer.
6. If you are one of the first 3 Names on the Account, you will then be prompted to sign-up for eStatements. You may select all the accounts displayed or select an individual account. Please check the box agreeing to receive the statement(s) selected via online banking. You may also select “Decline” or “Ask Me Later”. The system will generate another eStatement prompt in 30 days.
7. For mobile banking access, complete the mobile enrollment section by entering mobile phone number and selecting the mobile browser and text options for optimal access.
8. The system will text an activation code to your mobile device. Enter code on screen to complete enrollment.

*For Frequently Asked Questions or Troubleshooting Tips, please visit our website and click the following links:*

<https://www.focusbank.com/troubleshooting-tips.html>

<https://www.focusbank.com/frequently-asked-questions.html>

# **Enrolling for Mobile Banking & Mobile App**

## **(For Customers With Existing Online Banking Access)**

1. Log into your online banking and proceed to the options tab.
2. Select Mobile Banking Profile – Manage Devices. Here you will set-up your phone/tablet for all 3 services (text banking, mobile browser banking, mobile application banking).
3. Receive a link on your phone to install the app. Follow the prompts to complete the install.

### **How do I download Mobile Banking to my iPhone?**

During enrollment, you are sent a unique link to the App Store where you can download "Touch Banking/FOCUS Bank". If you download "Touch Banking/FOCUS Bank" in the App Store without enrolling first, the download will not work. Download "Touch Banking/FOCUS Bank" as you would any other application from the App Store. After you download and install the application, you will receive a text message with an activation link. Click the link to launch the application and go to the Mobile Banking login page.

### **When I click the link to download Mobile Banking nothing happens, what should I do?**

Every mobile device and mobile network is different, so you may not be able to download Mobile Banking to your mobile device. If you are having trouble, contact your mobile service carrier to make sure your mobile device supports application downloads.

### **What is Activation?**

Activation is a one-time process that helps ensure your security. An activation code is issued to you on the online enrollment site. You will need to enter this code on your device to begin text banking. We recommend you print your activation code and installation instructions for easy reference during installation.

### **Who can I contact if I have questions?**

If you need help setting up your Mobile Banking or have questions about how to use it, please call us toll-free at 800-464-3150. Our customer service representatives are available Monday-Friday 8:00am to 5:00pm CST.