

Get Started with First Mobile and First Alerts Messenger

First Mobile

- Log into First Bank online banking
- Go to My Settings
- Scroll to the Mobile Banking section and type in
 - o your cell phone number (10 digits only – don't type in the leading "1")
 - o mobile carrier
 - o 4-digit PIN
- You will receive a text message with a one-time password (OTP) link
- Click on the link and type in your Access ID (same access ID used for online banking) and Mobile PIN (the 4-digit PIN you chose at enrollment)
- If your phone doesn't allow you to click on the link
 - o browse to www.bankfbt.com on your phone
 - o click on Applications & Downloads, Mobile Banking OTP, Login
 - o type in your Access ID, 6-digit OTP (the last six numbers of the link in the text message – ex, OTP=XXXXXX), and Mobile PIN
 - o submit

First Alert Messenger

- log into First Bank online banking
- go to the Messages section
- click new and choose the type of message you would like to receive
- choose the account number you want to receive the message for
- if there is a "check every" field for you template – "Check Every 90 Minutes"
- to receive a First Alert to your email:
 - o Send To Email
 - o E-mail Address
- to receive a First Alert to your cell phone:
 - o Send To Email
 - o E-mail Address = cell phone number (10 digits only – don't type in the leading "1") followed by your service provider's format (for example – XXXXXXXXXX@txt.att.net)

Alltel	@message.alltel.com
AT&T	@txt.att.net or @mms.att.net
Boost Mobile	@myboostmobile.com
Cingular	@mobile.mycingular.com
Cricket	@mms.mycricket.com
Nextel	@messaging.nextel.com
Sprint	@messaging.sprintpcs.com
SunCom	@tms.suncom.com
T-Mobile	@tmomail.net
US Cellular	@email.uscc.net
VoiceStream	@voicestream.net
Verizon	@vtext.com
Pioneer Cellular	@zsend.com

Request a New One-Time Password

- Browse to www.bankfbt.com on your phone OR computer
- Click on Applications & Downloads, Mobile Banking OTP
- Click on Request One Time Password
- Type in your Access ID and submit
- You will receive a new text message

iPhone App

- Go to https://secure.bankfbt.com/mbi_mbi1154/mbi1154.aspx?rid=launch&rt=103101631 on your iPhone
- Push the “+” at the bottom of the screen
- Choose “Add to Home Screen” and “Add”

Frequently Asked Questions

Are there fees to use First Mobile and/or First Alert?

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 First Mobile and/or First Alert?

Yes, the online banking browser is where you sign up for First Mobile and setup First Alerts.

Can I use the same access ID and password for First Mobile that I use for online banking?

Yes, your access ID will be the same for both services. However, your password for online banking will be different than your PIN for First Mobile – the length requirements are different for each one.

How long is a one-time password good for?

Each unique one-time password is good until it is used to log into First Mobile. They will not expire before they are used.

What if I accidentally delete my one-time password text message?

You can request a new text message. Just follow the steps under Request a New One-Time Password, either on your phone or computer.

What if my cell phone becomes lost or stolen?

Call the Bank immediately so that all online and mobile access can be turned off.

Which accounts are available through First Mobile?

The accounts that you have access to in online banking are the same accounts you will have access to in First Mobile.

How do I know if my transfer using First Mobile was entered successfully?

You will receive a text message confirmation for all transfers conducted using First Mobile.

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

