

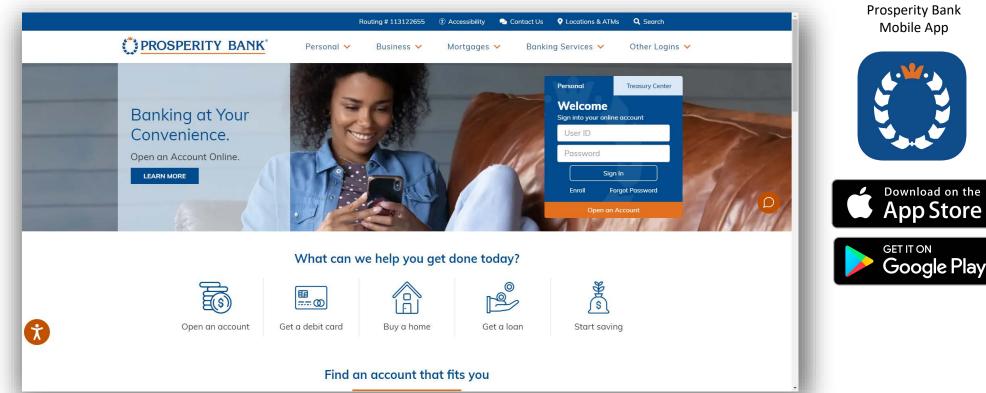
First Time Login Instructions for FirstCapital Customers – Personal Consumer

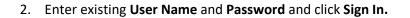
FirstCapital Bank customers attempting to login for the first time to their Prosperity Bank Online Banking, please attempt to login with your previous FirstCapital Access ID/User Name or ID. Your access information was transferred to Prosperity and was set up to work with those credentials.

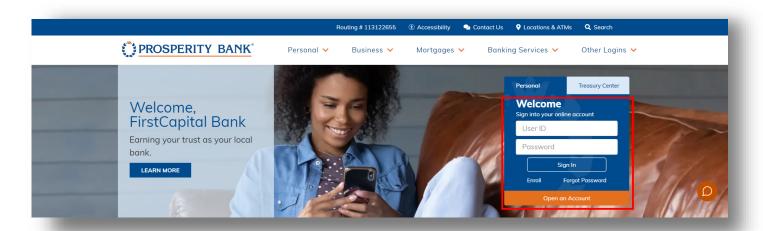
Please do not ENROLL again as this will create a duplicate access.

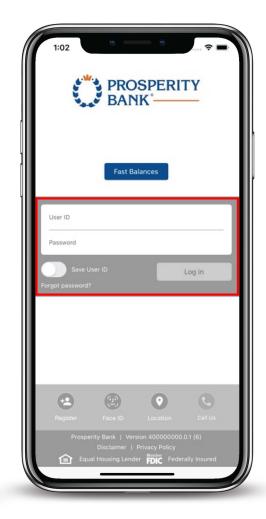
Login Instructions

1. Download our mobile app from the App Store or Google Play, or visit our website at https://www.prosperitybankusa.com/









- 3. Identify Verification If additional authentication is requested continue with step #4. If not skip to step #6.
- 4. Select a method of additional verification (text or call).
- 5. Use the drop downs to select a different phone number.

	BANK BANK
As a security precaution, us keep your account safe	we need to verify your identity before you can proceed. This quick process helps e.
Please choose one of the Send me a text message	
We will send you a text m	essage with a confirmation code. Send me a text message
Call my phone We will call you and provi	de a confirmation code
(xxx) xxx-7794	Call my phone
Cancel	
Why am I being asked this	57

6. Enter Code in the Confirmation Code field.

	BANK BANK
We are sending a text mes text message.	sage to the mobile number you selected. Please enter the code contained in the
* Confirmation Code	
* Confirmation Code	
* Confirmation Code	
1	

7. Once you have entered the Confirmation Code, you will be directed to a **Password Change** screen.

8. Set up your new password. Once you have established your new password, you will be directed to an **Accounts Summary** page and have accessed Online Banking.

9. Steps are Complete.

						🎽 ? Help 🏚 Settings			
BANK BANK			Home	Accounts 🗸	Payments	Transfers 🗸	Spending	Profile 🗸	
Please update your password. Passwords	must contain at least three of the following four items: I	owercase letters (a-z), uppercase letters (A-Z), digits (0-9), symbols `	`~!@#\$%^&*()_+-={]	;;;'?,./) and must b	e between 8 and 32	characters. Passv	words are case sensit	ive.
	Password Change Required								
	Passwords must be 8 to 32 characters long, and shoul @#\$%^&*(+= :2,.~0)/). New Password: Confirm Password: Update	d contain 3 of the following: a lowercase letter (a-2), an	uppercase lette	er (A-Z), a digit (0-9),	and a special chara	cter (-!			

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