

How To Login the First Time After Conversion – Existing User

NOTE: Internet Explorer is NOT compatible with our digital banking platform.

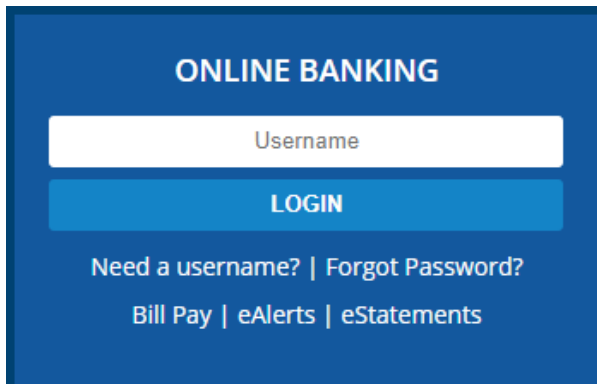
When the conversion to our new digital banking platform is complete, you will use your current username and password the first time you log in.

The new digital platform may discard that password and prompt you to change your password if it does not meet the new provider's security complexity – this is for security purposes to ensure that only the authorized users are gaining access to the new platform.

You will also need to complete a two-factor authentication process. **NOTE: If we do not have your current email address, mobile phone number, or home phone number on file, you will not be able to complete this step. Please contact us at 901-380-7400 for assistance.**

Once that is successfully completed, you'll create a new password, accept the terms and conditions, and then log in.

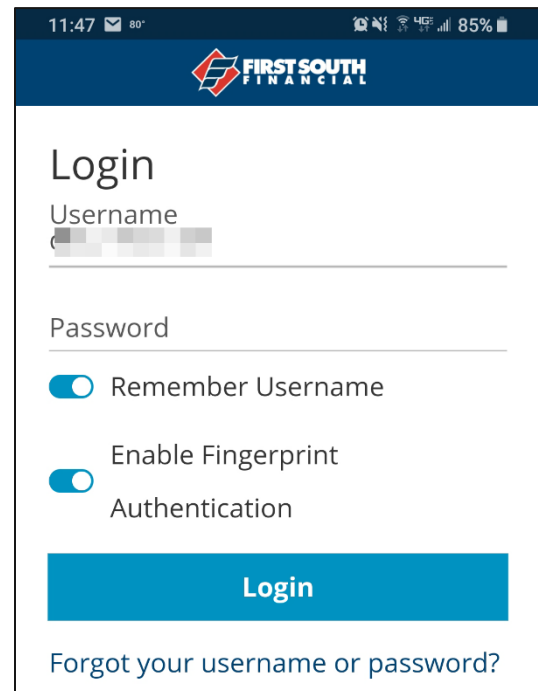
1. If you are logging in from our website, firstsouth.com, you will use the same login box on the home page.



NOTE: Mobile App users

Android users will need to download the new app from the Google Play app store. iPhone users will receive the updated mobile banking app automatically.

The image to the right is an example of how the new login screen will look.





2. Log in using your current user name and password. You will then be asked to reset your password by verifying the username, date of birth, and social security number (SSN) of the primary member on the account.

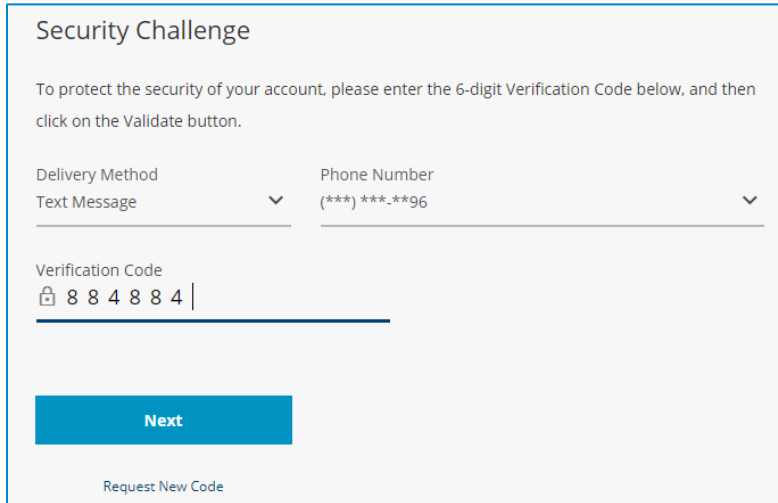
Enter the information and then click or tap "Reset Password".

A screenshot of a mobile application screen titled "Reset your password". It contains three input fields: "Username" with the text "dby", "Date of Birth" with a calendar icon and the text "06/12/", and "SSN" with a masked input field containing ".....". A blue button labeled "Reset Password" is positioned at the bottom of the form.

3. Select the delivery method to receive your security code – text, voice, or email - and click or tap "Request Code".

A screenshot of a mobile application screen titled "Security Challenge". It includes the instruction "Please send a code to yourself and enter it here to prove your identity". Below this are two dropdown menus: "Delivery Method" set to "Email" and "Email" set to "****s@firstsouth.com". A blue button labeled "Request Code" is at the bottom, with a yellow arrow pointing to it from the right.

4. Enter the security code then click or tap “Next”.



Security Challenge

To protect the security of your account, please enter the 6-digit Verification Code below, and then click on the Validate button.

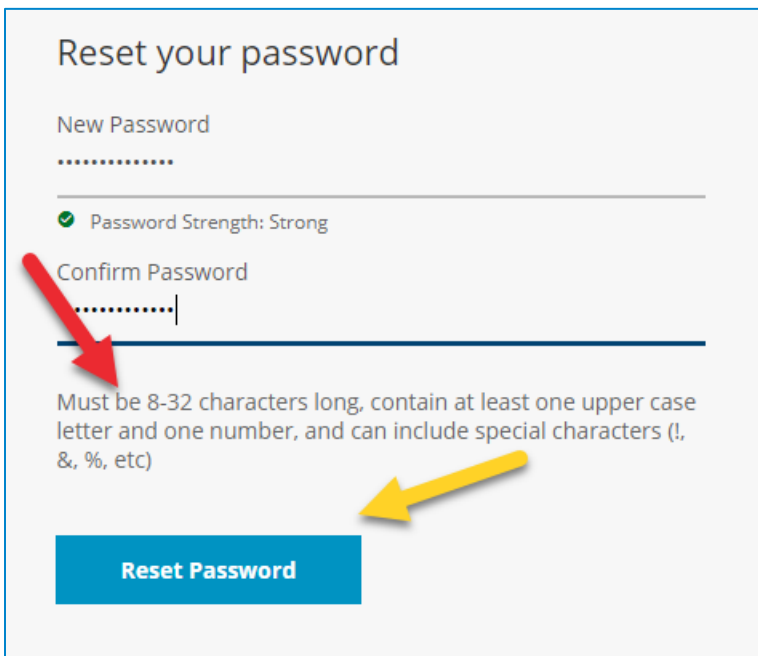
Delivery Method: Text Message (dropdown)
Phone Number: (***) ***-**96 (dropdown)

Verification Code: 8 8 4 8 8 4

Next

Request New Code

5. Enter your new password. Your password must be 8 to 32 characters long, contain at least one upper case letter and one number, and can contain special characters (!,\$,*,&, etc.).



Reset your password

New Password:

✓ Password Strength: Strong

Confirm Password:

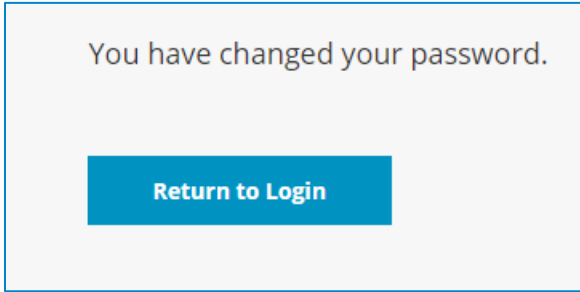
Must be 8-32 characters long, contain at least one upper case letter and one number, and can include special characters (!, &, %, etc)

Reset Password

When the New Password and Confirm Password fields match, click or tap “Reset Password”.



6. This message will appear if you have successfully reset your password.



Click or tap “Return to Login” to be taken to the main login screen. You can now log into digital banking using your username and password.

If you need additional assistance, please contact us at 901-380-7400 and we’ll be happy to help.