WOODFOREST
Banking your way...EVERY DAY AND NIGHT!™

Woodforest Mobile Online Banking
Mobile Phone First Time Login Instructions

Overview

Woodforest Mobile Banking is available on mobile phones with a full internet browser. Your phone will display the website in either a RICH or Text version, depending on the operating system and version currently installed on your device. The first time you attempt to log into Mobile Online Banking you will be required to register your mobile device prior to being granted access to your accounts.

Woodforest Mobile Banking is available at no charge, however you may be charged access fees by your cell phone provider based on your individual plan. Web access is needed to use this service. Check with your cell phone provider for details on specific fees and charges.

For complete details regarding our many products and services, please speak with a retail banker. MEMBER FDIC.

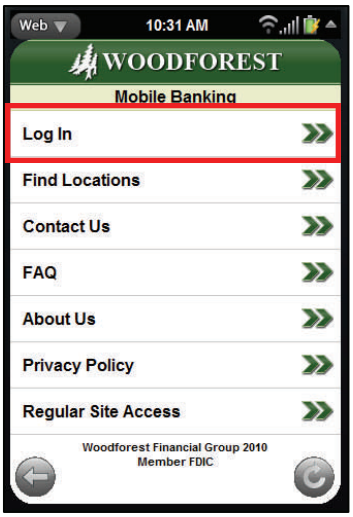
Note: The **Log In** option will appear on the main menu of supported devices capable of logging into Online Banking.

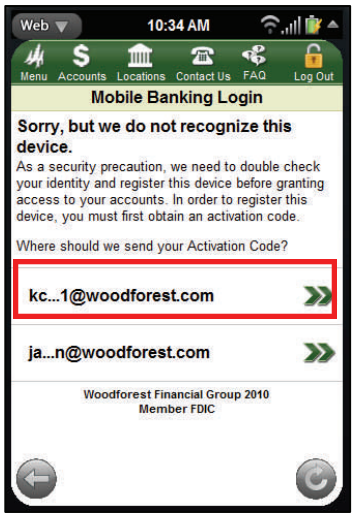
First Time Login Instructions

1. Access the Woodforest Mobile Banking site at: **mobile.woodforest.com**
2. Select **Log In** to access Mobile Online Banking.
   - The **Mobile Banking Login** screen displays.
3. Enter your Woodforest Online Banking User ID and Password.
   - The **New Device Detected** screen displays.
4. Select the email address where you would like the Activation Code sent.

   Note: The email addresses are masked for security reasons.

   Once you select your email address, the screen displays a field to enter your Activation Code.



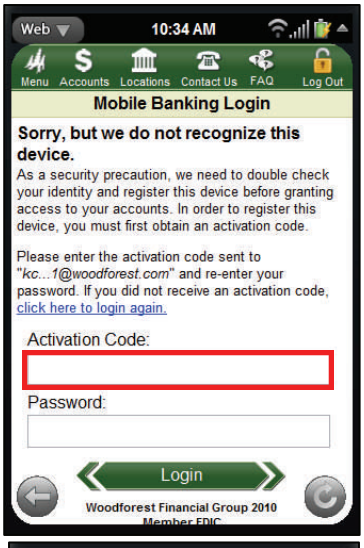


5. Monitor your email Inbox for an email with the following information:

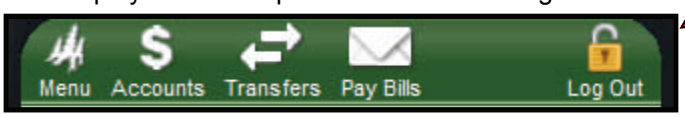
   From: notify@woodforest.com
   Subject: Online Banking Activation Code

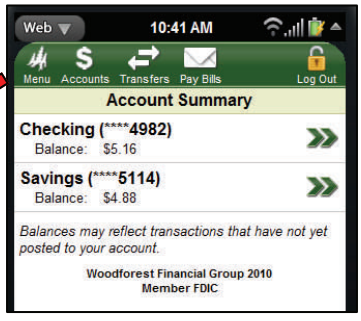
   Important! You must retrieve and enter your Activation Code within 30 minutes after receipt. After 30 minutes, the Activation Code is no longer valid and you must request a new Activation Code following the steps above.

   Do NOT select Log Off prior to entering the Activation Code. Doing so will require you to request a new Activation Code following



6. Enter the Activation Code into the **Activation Code** field.
7. Enter your Online Banking password into the **Password** field.
8. Select Login. The **Account Summary** screen displays upon successful login.
9. Select one of the icons displayed at the top of the screen to navigate to where you wish to go.





Notes

ONE TIME ACTIVATION PROCESS EXCEPTIONS

This is a one-time activation process initiated the first time a you attempt to log into Mobile Banking. Subsequent logins using the same mobile device require the customer only enter his/her Online Banking Username and Password. There are certain exceptions that require you to go through the activation process again as follows:

- You upgrade your mobile device operating system and wipe out the settings.
- You log into Mobile Banking using a new mobile device.

EXPIRED ACTIVATION CODES

If you do not enter your Activation Code within 30 minutes upon receipt in your email Inbox, the Activation Code will expire. If you attempt to enter an expired Activation Code, you will be returned to the **Login** screen where you must go through the first time login procedures again prior to successfully logging into Mobile Banking.

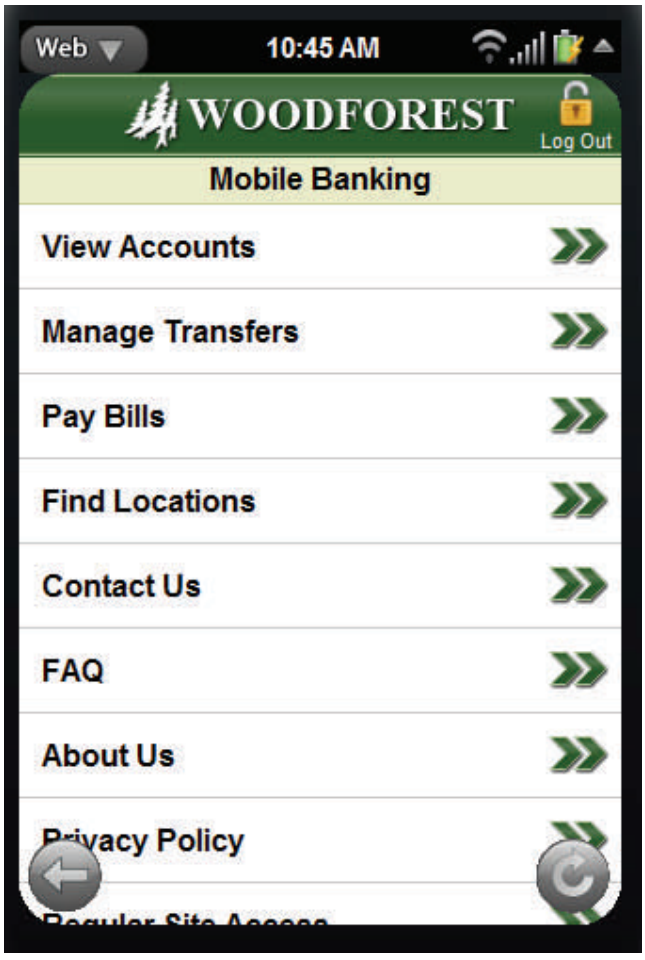
UNDELIVERED ACTIVATION CODES

If you do not receive your Activation Code email, verify that your selected email address is correct. If the email address is correct, check to make sure that notify@woodforest.com is added to your safe senders or address list, and it has not been sent to your SPAM filter or junk mail.

If you still do not receive an Activation Code email after checking the above, please contact Customer Care for assistance at:
1-877-968-7962.

LOCKED OUT ACCOUNTS

If you enter your Activation Code incorrectly three times, your account will be locked out. The message YOUR ACCOUNT HAS BEEN LOCKED OUT displays. If this occurs please contact Customer Care for assistance at:
1-877-968-7962.

Remember you must first be enrolled in Woodforest Online Banking via www.woodforest.com prior to logging into Mobile Online Banking.

If you are enrolled in Online Banking and have successfully logged into Woodforest Mobile Online Banking, you will see the following home page displaying transactional functionality including **View Accounts**, **Manage Transfers**, and **Pay Bills**.