

Logging in to Our Mobile App

1. Enter Login ID and Password

Tab Remember me to save your Login ID

Select a contact method to receive the Secure Access Code

Enter the Secure Access Code

The first screen shows the Lubbock National Bank logo and login fields for Login ID and Password. It includes a 'Remember me' checkbox, a 'Forgot your password?' link, and a 'Log In' button. Below are options for Biometrics and Passcode, and links for Locations and Privacy Policy. The second screen prompts the user to select a contact method with options: 'I have a Secure Access Code', 'Text me : (XXX) XXX-5895', 'Call me : (XXX) XXX-5895', 'Text me : (XXX) XXX-8280', 'Call me : (XXX) XXX-8280', and 'E-mail me : amber.XXXXX@aXX.com'. A 'Back' button is at the bottom. The third screen prompts the user to 'Enter your Secure Access Code' with a text input field and 'Back' and 'Submit' buttons.

2. Reset Password

Click Forgot your password?

Enter your Login ID and click Submit

Select a contact method to receive the Secure Access Code

The first screen is identical to the login screen but with the 'Remember me' checkbox unchecked. The second screen prompts the user to 'Please submit your Login ID to reset your password.' with a 'Login ID' input field and 'Back' and 'Submit' buttons. The third screen is identical to the first screen in the first step, prompting the user to select a contact method to receive the Secure Access Code.

Enter the Secure Access Code

Reset password and click Submit

The screenshot shows the Lubbock National Bank logo at the top. Below it, the text reads "Enter your Secure Access Code". There is a text input field labeled "Secure Access Code". At the bottom, there are two buttons: "Back" and "Submit".

The screenshot shows the Lubbock National Bank logo at the top. Below it, the text reads "Please set your new password:". There is an information icon followed by "Password Requirements:" and a list of requirements: "Must be between 5 and 15 characters", "Must contain at least 1 number", and "May not be the same as current password". Below this are two text input fields labeled "New Password" and "Confirm New Password". At the bottom, there are two buttons: "Submit" and "Back".

3. Login using Touch ID

Click Biometrics (Android) or Touch ID (iPhone)

Add your fingerprint or Face ID in the settings on your phone if needed

Click Enroll Now

Login with your current Login ID and password

Click Authorize

Scan your fingerprint or you use face ID and you will get a Biometrics Enabled screen

The screenshot shows the Lubbock National Bank logo at the top. Below it, there are two text input fields labeled "Login ID" and "Password". There is a checkbox labeled "Remember me" and a link "Forgot your password?". Below these is a blue "Log In" button. At the bottom, there are two buttons: "Biometrics" and "Passcode". At the very bottom, there are links for "Locations" and "Privacy Policy".

The screenshot shows the title "Biometrics login". Below it, the text reads "What is the feature?". There is a paragraph of text explaining the feature: "This feature allows you to log in to mobile banking with your fingerprint or face. If enabled, you will be prompted to place your fingerprint on the fingerprint sensor or scan your face with the camera to log in." Below this is another paragraph: "Enabling biometrics. Your device must support fingerprint or facial recognition to use biometric authentication. If you disable this feature, you will be required to enter your login ID and password on the Login page." At the bottom, there are two buttons: "Cancel" and "Enroll Now".

The screenshot shows the title "Biometrics login". Below it, the text reads "Enter your login ID and password to enable biometric login." There are two text input fields labeled "Login ID" and "Password". At the bottom, there are two buttons: "Cancel" and "Authorize".

3. Login using Passcode

Click Passcode

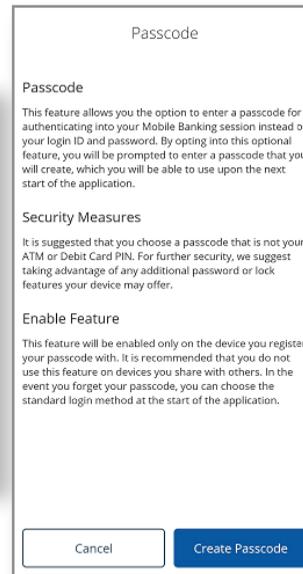
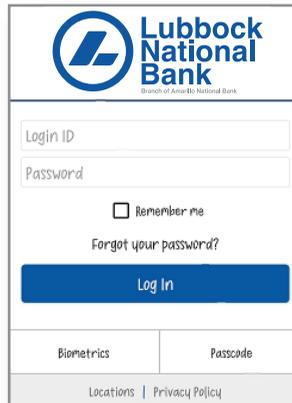
Click Create Passcode

Login with your current Login ID and password

Click Authorize

Create a 4-digit passcode (enter the 4-digit code again on the Confirm page)

You will get a Passcode Enabled screen



The home screen and menu options are the same as the website.

Under the Settings tab, Security Preferences will allow you to change your password, Login ID, and edit your contact information for Secure Access Codes

