



INTERNET BANKING

Access Internet and go to www.austinbank.com

First Time Users:

- Click on “**SIGN ME UP**”
- Read Agreement and click **I Agree** to proceed
- Enter requested information
Note: “One Plus Password” is the last 4 digits of account holder social security number
- Click **Submit**
- Select Access ID and Password
Note: Six to ten characters, case sensitive
- Click **Submit**

Austin Bank utilizes Multifactor Authentication as another means of enhancing the security of our Online Banking product. The first time you access your accounts a very brief enrollment process is required:

- Enter email address, if not already in the system
- View Authentication Image randomly selected by system
- Enter Authentication Pass Phrase
- Select and answer three Challenge Questions
- Select whether the computer you are using is to be registered
- Click **Submit**

Return Users:

- Enter Access ID
- Select page to display
- Click on LOGIN
- Verify Authentication Image is assigned image
- Enter Password
- Click **Submit**

Use Buttons and Drop Down Menus to:

- List accounts
- Click on account number for services on a specific account
- Transfer funds
- View transactions and check images
- Online Help and much more!

Click **Log Off** to exit

For assistance call:

1-800-644-9275, Ext. 2222

8 a.m. - 5 p.m. • Monday thru Friday.

***Don't forget to sign up for unlimited
Free Bill Pay and eStatements***

QUICK START GUIDE

**Access your account information
24-hours-a-day, 7-days-a-week, FREE**

BANK BY PHONE

Call 903-586-2265 or 1-888-758-2265

- Choose English or Spanish
- Choose from voice-prompted menu
- Enter Customer Identification Number
“Customer Identification Number” is usually the last 4 digits of account holder social security number

Now You Can:

- Obtain your account balance
- Transfer funds between accounts
- Verify deposits and withdrawals
- Obtain your loan balance
- Make loan payments from your Austin Bank account
- Verify loan payments
- Fax a statement to yourself (\$1.00 fee)

CUSTOMER CARE CENTER

Giv us a call, we'd love to help!

1-800-644-9275, ext. 2222

8 a.m. - 5 p.m. • Monday thru Friday.

email: customercare@austinbank.com



www.austinbank.com • Member FDIC

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