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/

Prosperity Bank
Mobile App

2. Enter existing **User Name** and **Password** and click **Sign In.**

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.

As a security precaution, we need to verify your identity before you can proceed. This quick process helps us keep your account safe.

Please choose one of the following options.

Send me a text message

We will send you a text message with a confirmation code.

(xxx) xxx-9072   Send me a text message

Call my phone

We will call you and provide a confirmation code.

(xxx) xxx-7794   Call my phone

Cancel

Why am I being asked this?

6. Enter Code in the Confirmation Code field.

PROSPERITY BANK

We are sending a text message to the mobile number you selected. Please enter the code contained in the text message.

* Confirmation Code

Submit   Cancel

Why am I being asked this?

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.