



Setting Security Code Delivery Preference to Text

Use these set-up instructions to receive your security code via text.



SOUTHERN BANK

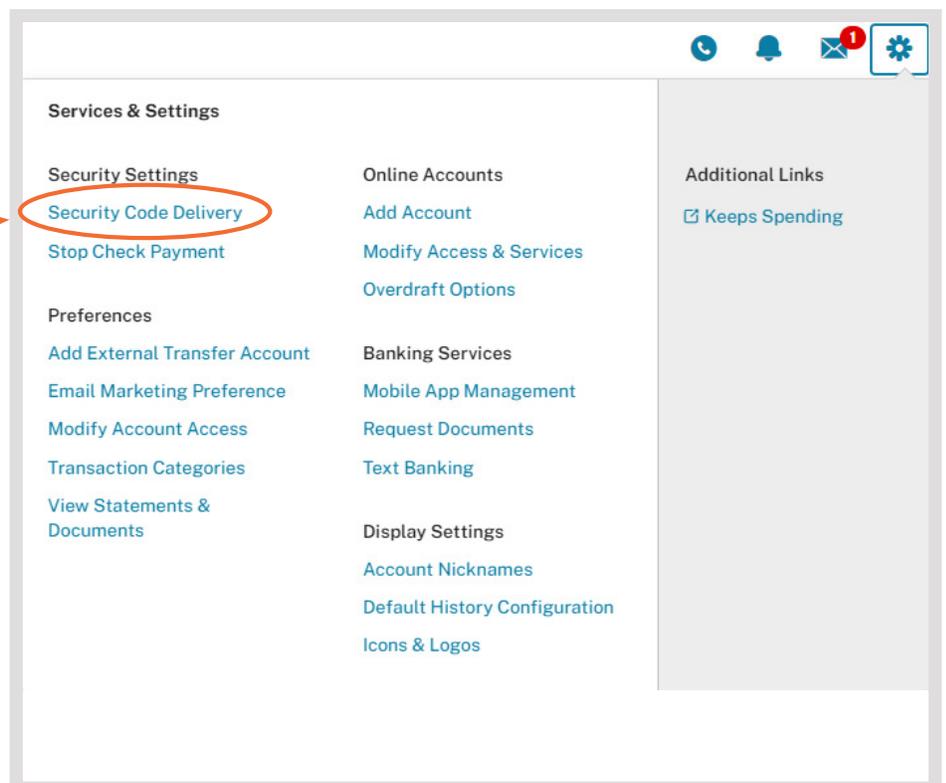
Member FDIC

HOW TO SET SECURITY CODE DELIVERY PREFERENCE TO TEXT

After enrolling to receive text notifications, you will be able to set text as your message delivery preference.

Click the gear icon, located in the top right-hand corner.

Under **Security Settings**, select *Security Code Delivery*.



From this screen, click the check box beside your mobile phone number, then click *Submit* to receive your security code via text.

Security Code Delivery Preference

A Security Code can be sent to your chosen delivery modes when additional authentication is required.

Please select your preferred delivery method for receiving these alerts and click "Submit" to process your request. Click "Done" to return to the Services & Settings page.

Send Security Code via Email: johnacustomer@gmail.com
(Primary email)

customerjohn@yahoo.com (Secondary email)

Send Security Code via Text Alert: 000-000-0000 (Mobile)

This mobile phone number is enrolled to receive text alerts.

[Submit](#) [Done](#)

If you are unable to select the checkbox next to your mobile phone number (it is grayed out), you are not enrolled to receive text alerts. To enroll, click the *Enroll to receive text alerts** link.

Security Code Delivery Preference

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Send Security Code via Email: johnacustomer@gmail.com
(Primary email)

customerjohn@yahoo.com (Secondary email)

Send Security Code via Text Alert: 000-000-0000 (Mobile)

[Enroll to receive text alerts*](#)

[Submit](#) [Done](#)

Follow the prompts to complete enrollment. It will only take a few moments.

The image shows three sequential screenshots of the 'Services & Settings' page for enrolling a mobile number for text alerts.

- Step 1 of 3:** The user is choosing to enroll XXX-XXX-0000 for text alerts. A checkbox is checked, authorizing Southern Bank to send SMS text notifications. A 'Continue' button is visible at the bottom right.
- Step 2 of 3:** A text message was sent on 2/23/2022 10:28:22 am CST to the mobile number XXX-XXX-0000 from the number 203-633-0209. The user is prompted to enter the registration code. A 'Resend code' link is provided below the input field. 'Cancel' and 'Submit' buttons are at the bottom right.
- Step 3 of 3:** The user's mobile phone number has been successfully enrolled to receive text alerts from Southern Bank. A 'Done' button is at the bottom right.

If a mobile phone number is not available to select, your mobile number hasn't been added to your profile settings, or it may be in the wrong field.

The screenshot shows the 'Security Code Delivery Preference' screen. It instructs the user to select their preferred delivery method for receiving alerts. Two options are shown:

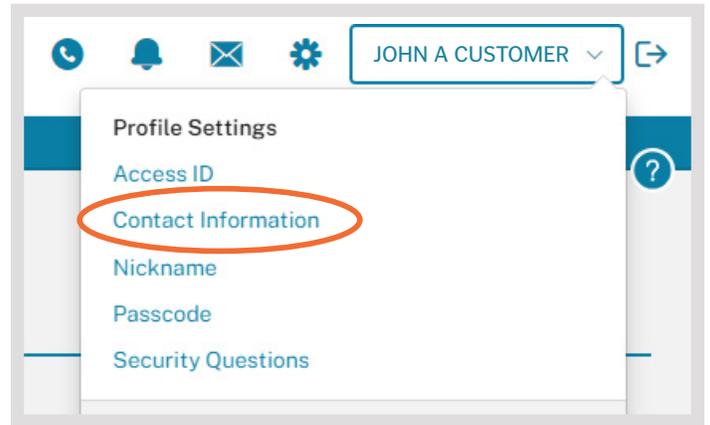
- Send Security Code via Email:** johnacustomer@gmail.com (Primary email)
- customerjohn@yahoo.com (Secondary email)

Below these, the option for text alerts is shown: **Send Security Code via Text Alert:** **Not Set** (Mobile). The 'Not Set' text is circled in red. A link 'Enroll to receive text alerts*' is visible to the right of this option. 'Submit' and 'Done' buttons are at the bottom right.

Follow the steps below to add your mobile phone number to your profile settings. If your phone number is wrong, you'll follow the same steps to correct it.

ADD A PHONE NUMBER TO YOUR CONTACT INFORMATION

In the upper right-hand corner, click the drop-down arrow next to your name, then select *Contact Information*.



Ensure that your mobile phone number is correct and in the field for Mobile Phone. Click *Submit*.

Profile Settings

Change Contact Information

* For which accounts do you wish to change your contact information at Southern Bank?

All of my accounts with Southern Bank

Some of my accounts with Southern Bank (Pending verification of ownership by Southern Bank)

For changing contact information on all of your accounts with Southern Bank simply update any information below. The information has been populated with your Online Banking user profile information.

Once you have modified the information click "Submit" to send your requested change(s) to Southern Bank.

NOTE: This change will also be applied to your Online Banking user profile information.

> Email Addresses

∨ Phone Numbers

* Day Phone:

Evening Phone:

Fax:

Mobile Phone:

Alternate Phone: Can be a landline or a mobile number.

This mobile phone number can be designated to receive any Notify Me Alert notifications.

If you add or update your mobile phone number, you will be prompted to enroll your mobile number for receiving alerts* on the next screen.

* Message and data rates may apply.