

## Logging into Digital Banking for the 1<sup>st</sup> Time

### Previous Texas Bay Online Banking Users - How to Log In

If you have already been using the previous version of Texas Bay Digital Banking, **you must sign into the new platform from a web browser for the first time**. You will have to complete a few initial steps upon first login:

1. Enter your existing username.
2. Click '*Forgot Password*'.
3. Enter your username again.
4. Select a verification method (text or call).
5. Enter the validation code.
6. Create a new password using at least one Capital letter, lowercase letter, number, and a special character.
7. Read and accept the disclosure and click continue.
8. Select and answer three security questions.
9. And you now have access to the new Digital Banking platform!

Once you complete this initial reregistration through a web browser, you are now free to download and access the Mobile Banking app as normal. You can find the Mobile Banking app in the [Apple app](#) or [Google Play app](#) store.

### New to Texas Bay Digital Banking

1. You can register for access to the Digital Banking platforms by giving us a call at (713) 852-6700 or visit a Texas Bay branch location during normal hours of operation.