



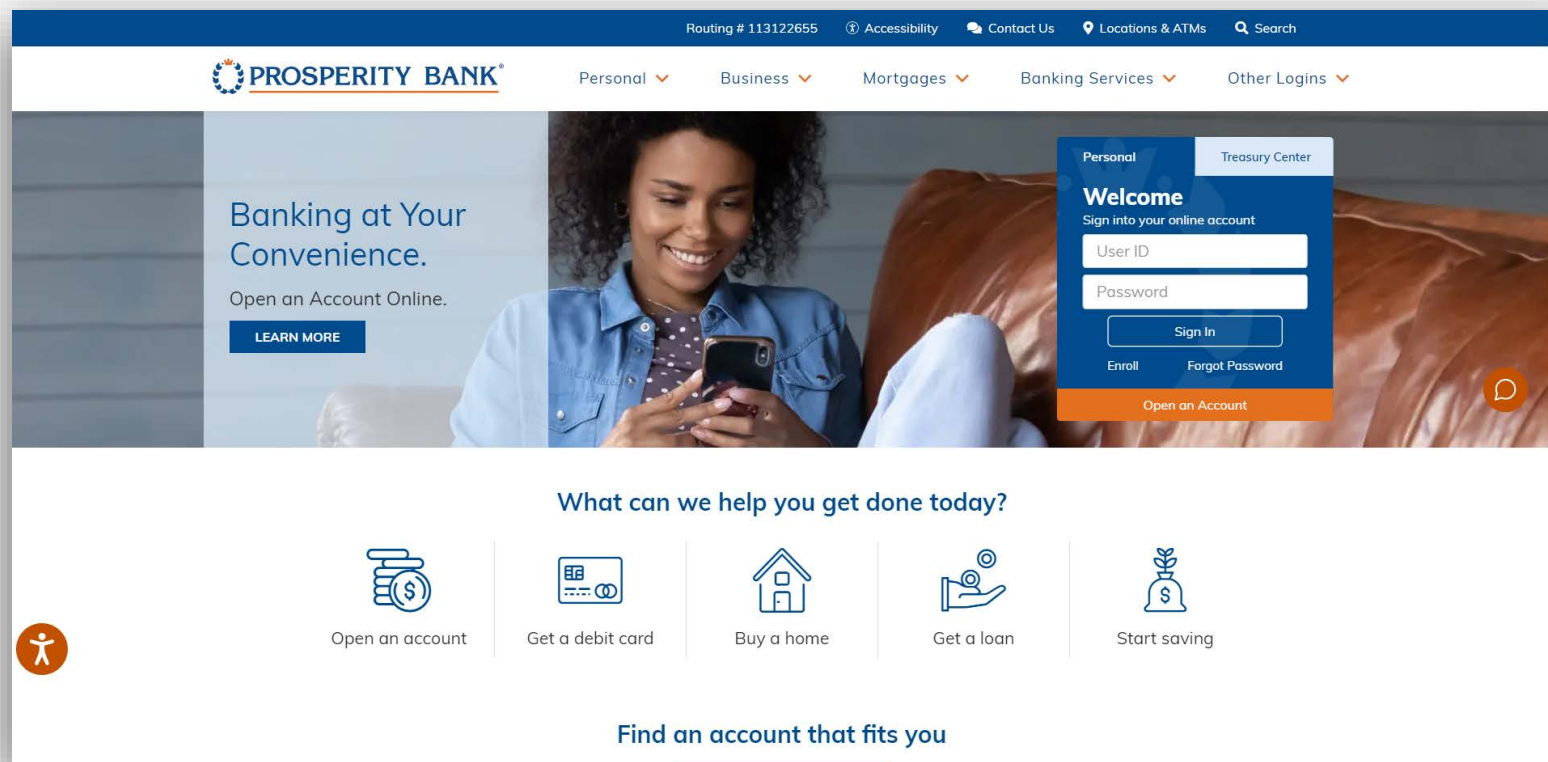
First Time Login Instructions for Lone Star Customers – Personal Consumer

Lone Star State Bank customers attempting to login for the first time to their Prosperity Bank Online Banking, please attempt to login with your previous Lone Star 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/>



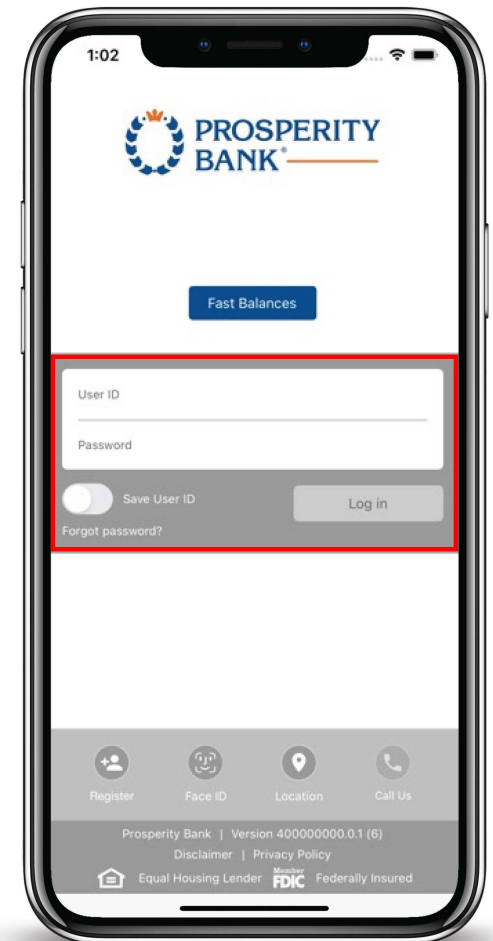
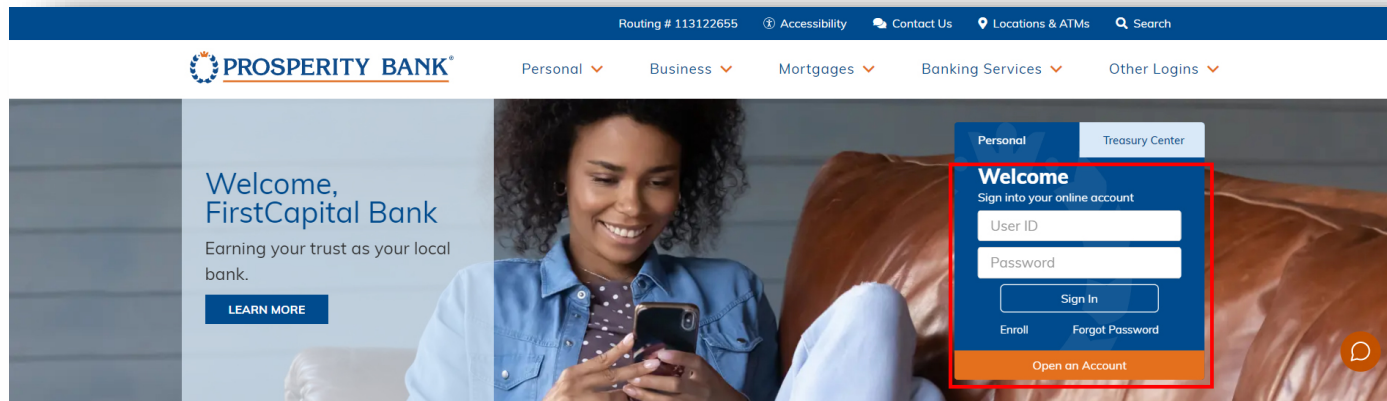
Prosperity Bank
Mobile App




Download on the
App Store

GET IT ON
Google Play

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.

PROSPERITY
BANK

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.




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

* Confirmation Code

[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.



HomeAccounts ▼PaymentsTransfers ▼SpendingProfile ▼

HelpSettingsLog Out

Please update your password. Passwords must contain at least three of the following four items: lowercase letters (a-z), uppercase letters (A-Z), digits (0-9), symbols `~!@#\$%^&*()_+=[]{}|:;?,<>(){}./` and must be between 8 and 32 characters. Passwords are case sensitive.

Password Change Required

Passwords must be 8 to 32 characters long, and should contain 3 of the following: a lowercase letter (a-z), an uppercase letter (A-Z), a digit (0-9), and a special character (~!@#\$%^&*()_+=[]{}|:;?,<>(){}./).

New Password:

Confirm Password:

Update