



Frequently Asked Questions

Mobile Banking

How do I enable my phone with Touch ID?

You must first enable Touch ID capability on your phone. Then, you can enable Touch ID within the mobile banking app under the More/App Settings tab.

Can I enable my phone with facial recognition to login to the app?

Yes. If you have this feature on your device, you can use this to login. Go to More/App Settings to set up this feature.

Are there any fees for mobile banking?**No. There are no fees for mobile banking.**

How do I log into the app via my phone?

Once you've downloaded the app onto your phone, input your valid user name and password.

How do I update my password via my mobile device?

Log into online banking, select the more menu, then select app settings. Click the change password tab.

I forgot my password. How can I retrieve it?

Just click the Forgot Password link.

Where can I find Mobile Deposit on the mobile app?

To deposit a check with Mobile Deposit, login to the app, tap the red circle with the + sign at the bottom. Then click Deposit Check. You'll need to allow access to your camera. Then follow the on-screen instructions.