

# USER'S GUIDE

## MOBILE BANKING MAIN MENU

Once enrolled in Mobile Touch Banking, you may view and update various options using the Mobile Banking Main Menu. Access this menu through Online Banking, by clicking the Manage Device(s) button on the Options page in Internet Banking.

From the Mobile Banking Main Menu, you may perform the following tasks:

- [Add a mobile device](#)
- [Request a new activation code](#)
- [Change a phone number for a mobile device](#)
- [Change Mobile Banking services](#)
- [Remove a mobile device from Mobile Banking](#)
- [Request a Mobile Browser banking link](#)
- [Modify your Mobile Banking accounts access](#)
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## Add a Mobile Device

After your initial enrollment in Mobile Banking, use the procedure below to add additional mobile devices to the account.

### To Add a Mobile Device

1. Log in to internet Banking
2. From the Overview page, click the **Options** link. The Options page appears.
3. In the Mobile Banking Profile section, click **Manage Device(s)**. The Main Menu page appears.
4. On the My Phones tab, click **Add New Phone**.
5. Enter the phone number for the additional mobile device.
6. Review the information on the Mobile Phone Number page.
7. Click **Next**.
8. On the Select Your Service page, choose the modes of access. You wish to use for Mobile Banking on this device.
9. Click **Next**. The system sends an activation code to the mobile device via text message.

## Note:

The activation code expires after 24 hours after system sends them.

10. Enter the activation code you received in the **Activation Code** text box.

11. Click **Activate**. The “Activation successful” message appears, indicating that the system successfully added the device to the Mobile Banking account.

## Request a New Activation Code

Activation codes expire 24 hours after the system sends them. However, you may request a new activation code from Mobile Banking.

### To request a new activation code

1. Log in to Internet banking.
2. From the Overview page, click the Options link. The Options page appears.
3. In the Mobile Banking Profile section, click **Manage Device(s)**. The Main Menu page appears.
4. On the My Phones tab, choose the **Get New Activation Code** option from the drop – down list for the appropriate phone.
5. Click **Go**. The system sends an activation code to your mobile device via text message.

## Change a Phone Number

If you change your mobile device’s phone number at any time after enrolling in Mobile Banking, follow the procedure below to change it in your account.

### Note:

If you change device carriers (for example from Verizon Wireless to AT&T), you must de-register and re-register your mobile device.

### To change a phone number

1. Log in to Internet Banking
2. From the Overview page, click the **Options link**.

3. In the Mobile banking Profile section, click **Manage Device (s)**. The Main Menu page appears.
4. On the My Phones tab, choose the **Change My phone number** option from the drop – down list for the appropriate phone.
5. Click **Go**.
6. Enter the new phone number for the mobile device
7. Review the information on the Mobile Phone Number page.
8. Click **Next**. The system sends an activation code to your mobile device via text message.

Note:

The activation code expires 24 hours after the system sends it.

9. Enter the activation code you received in the **Activation Code** text box.
10. Click **Activate**. The “Activation Successful “message appears, indicating that you successfully changed your phone number. Also, the system sends a text message containing a short code to the new phone number.

## Change Mobile Banking Services

At any time after you enroll in Mobile Banking, you may change the modes through which you can access Mobile Banking. For example, if you added a data plan to your device, you may choose to utilize the mobile browser or the downloadable application.

### To Change your Mobile Banking services

1. Log in to Internet Banking.
2. From the Overview page, click **Options** link. The Options page appears.
3. In the Mobile Banking Profile section, click **Manage Device (s)**. The Main Menu Page appears.
4. On the My Phones tab, choose the Change my Mobile Banking services option from the drop-down list for the appropriate phone.
5. Click **Go**.
6. Update your services as desired by selecting or clearing the appropriate check boxes.
7. Click **Next**.

## Remove a Mobile Device

You may remove a mobile device from your Mobile Banking account at any time by following the procedure below.

Note:

Removing the only mobile device associated with an account cancels your Mobile Banking enrollment.

### To remove a mobile device.

1. Log in to Internet Banking.
2. From the Overview page, click **Options** link. The Options page appears.
3. In the Mobile Banking Profile section, click **Manage Device (s)**. The Main Menu page appears.
4. On the My Phones tab, Choose the **Stop Using this phone for Mobile Banking** option from the Drop – down list for the appropriate phone.
5. Click **Go**.
6. On the Stop Using This Phone page, click **Yes**.

## Request a Mobile Browser Banking Link

If you choose the mobile browser banking service during enrollment, the system sent you a text message containing a custom website address (URL) for Mobile Banking. If you cannot find this message, you may request another by following the procedure below.

### To request a link to Mobile Browsing

1. Log in to Internet Banking
2. From the Overview page, click the **Options** link. The options page appears.
3. In the Mobile Banking Profile section, click **Manage Device (s)**. The Main Menu page appears.
4. On the My Phones tab, choose the link **Get a link to the Mobile Banking website** option from the drop – down list for the appropriate phone.
5. Click **Go** .
6. Click Get Link. A confirmation message appears stating that the system sent a text message containing the link to your phone.

# Modify Your Mobile Banking Accounts Access

Follow the procedure below to modify the accounts that are accessible in **Mobile Banking**.

## To change the accounts accessible in Mobile Banking

1. Log in to internet Banking
2. From the Over view page, click the **Options** link. The options page appears.
3. In the Mobile Banking Profile section, click **Manage Device (s)**. The Main Menu page appears.
4. On the My Accounts tab, perform one or more of the following:

### To Add accounts to Mobile Touch Banking

1. Select the check box for the accounts you want to add.
2. For each selected account, assign a nickname in Texting nickname text box of up to ten alpha-numeric characters.

### To Remove accounts from Mobile Touch Banking

Clear the check box for the accounts you want to Remove.

### To Change a Texting Nickname for an account

In the Texting Nickname text box for the account you selected, enter the new nickname.

5. After you have made all desired changes, click **Update Accounts**. A confirmation message appears confirming that the system updated your accounts successfully.

# Change your Time Zone

To change the time zone in which a phone registered in Mobile Banking is located (for example, when on vacation within the Mobile Banking U.S. and Canada, or after relocation), use the procedure below.

## To change your time zone

1. Log in to internet Banking.
2. From the Overview page, click **Options** link. The options page appears.
3. In the Mobile Banking Profile section, click **Manage Device (s)**. The Main Menu page appears.

4. On the My Profile tab, choose the new time zone from the **Time Zone** drop-down list.
5. Click **Update**. A confirmation message appears indicating that the system updated the time zone successfully.