
Mobile Banking FAQ

Question: What type of phone do I need?

Answer: Mobile Banking works with any web or text enabled device whose network allows secure SSL traffic.

Question: How do I know if my transfer or bill payment was entered successfully?

Answer: You will see a confirmation number on your screen. You will also receive a confirmation text on your cell phone each time you make a transfer or bill payment.

Question: What happens if I lose my phone?

Answer: Your information cannot be stolen because the account data is not stored on your cell phone.

Question: What do I need to do if I get a new phone?

Answer: If your new phone has the same number and provider, no changes are necessary. If you switch providers and/or phone numbers, you will need to update the information on your NetTeller account via the internet.

Question: Can I use any phone to access my accounts?

Answer: For Mobile Text Banking, no. For Mobile Banking, yes. You can access your accounts via any mobile device that is web-enabled and allows secure SSL traffic. Confirmation text messages sent by the system will be sent to the device initially registered.

Question: What if I can't get my phone to work with Mobile Banking?

Answer: Your phone must meet the following minimum requirements:

1. You must first enroll through traditional NetTeller Internet Banking.
2. Your mobile device must be web enabled and must allow secure SSL traffic. (You may need to contact your mobile provider to determine if you meet this requirement)

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Question: Is Mobile Banking Secure?

Answer: Yes. Information is not stored on your phone. Text messages do not contain personal financial information. Mobile Banking uses the same security standards as NetTeller.

Question: What errors might I encounter?

Answer: You may encounter a number of errors. Some of the most common are:

- Data Server Unavailable
- Network Connection Lost

These errors, and other similar errors, indicate a dropped call on the part of your service provider. This is generally caused by low signal strength. Try using Mobile Banking again when your signal strength is higher.

Question: There is more than one “Wireless Provider” for my provider. Which one do I choose?

Answer: You will need to contact your wireless provider to determine which option to choose.

Question: I never received my confirmation text when I signed up for the first time. What do I do now?

Answer: This results from selecting the wrong wireless provider in your Mobile Banking settings. You will need to verify which wireless provider you are using, then log into your traditional NetTeller and update the wireless provider setting.

Question: Is there a Mobile Banking app for my cell phone?

Answer: No. However, we are currently working on apps for the following operating systems:

- Android
- Blackberry
- iPhone

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Question: I am having trouble using my phone's default browser. What should I do now?

Answer: Try using a different browser. For example, try using Opera Mini by following these steps:

1. Go to <http://m.opera.com> on your mobile device (this website will not work on a regular computer, it must be done on a mobile device)
2. Click "Download Opera Mini <version number> for <your device's operating system>"
 - a. When you access <http://m.opera.com> on your mobile device, the website will automatically detect the operating system and newest release for your mobile device.
3. Click and download the app for Opera Mini
 - a. These steps will vary depending on your mobile device's model and your carrier. The steps will be the same as any other app you would download from your carrier's app program. If you have trouble downloading or installing an app, contact your wireless provider.