

FAQ: Mobile Banking



Q: Will Mobile Banking work with my phone?

A: Mobile Banking works on any web-enabled phone or device whose network allows secure SSL traffic. Ask your wireless carrier if you're not sure.

Q: How do I get started with Mobile Banking?

A: First, you need a personal online banking account with us. Log into your account, then click Options > Mobile Settings to enroll in Mobile Banking. It's that simple.

Q: My phone can't access Mobile Banking; what's wrong?

A: If you're enrolled and have a compatible phone and network, it could be because of your phone's browser. Try Opera Mini (operamini.com), a browser that supports multiple mobile applications. Or contact us for assistance at (804) 435-1181.

Q: How can I add payees?

A: Mobile Banking allows you to send payments to established payees. To add a payee, log into online banking from your computer and select Bill Payment.

Q: How can I delete a bill payment I set up in Mobile Banking?

A: Log into online banking from your computer and delete the payment from the main menu of the Bill Pay module.

Q: How will I know my transaction was successful?

A: Each time you make a transfer or bill payment, we'll send a text message to the device you specified when you enrolled for Mobile Banking. Check your transaction history if you do not receive this confirmation.

Q: How far back will my transaction history go?

A: You can view 15 days' worth of transaction history with Mobile Banking.

Q: What if I lose my mobile device or buy a new one?

A: Banking data is never stored on your mobile device. If you change your phone number and/or wireless carrier, log into online banking and update your information on the Options > Mobile Settings page.

Q: How do I disenroll from Mobile Banking?

A: Log into online banking and select Options > Mobile Settings. Deselect Activate Mobile Banking Access and click Submit.

