

CROSSBRIDGE MOBILE APP:

YOU MUST BE ENROLLED IN ONLINE BANKING TO USE OUR CROSSBRIDGE APP

ENROLL USING YOUR MOBILE APP STORE ON YOUR PHONE OR DEVICE

- Search for Crossbridge Community Bank and download.
- Follow the prompts as a First-Time User to enroll or enter your login credentials you already established through online banking.
- Once you are enrolled your mobile app is activated and immediately available.

IMPORTANT NOTES

- The password for the app is the same as the password you use for online banking. When you change your online banking password, your mobile password will also change automatically.
- You may remove or delete devices in your online banking profile, under the Manage Devices tab.
- You may only be logged into the app on one device at a time
- Transfers initiated before 6:00 PM CST will post the same business day.
- Transfers after 6:00 PM CST will post the next business day.
- After a period of inactivity, you will need to re-enroll to resume this service.
- Both online and mobile transaction descriptions on your accounts will say "eBanc".

USING MOBILE CHECK DEPOSIT

- **The user is REQUIRED to have the following endorsement verbiage on each check: *'For Mobile Deposit at Crossbridge Community Bank Only'* and their signature.**
- Carefully enter the check amount; be sure it matches the amount written on your check.
- Flatten folded or crumpled checks before taking your photos.
- Place the check on a solid dark background.
- Take the photos in a well-lit area with no shadows across the check.
- Keep your phone flat and steady above the check.
- Hold the camera as square to the check as possible to reduce corner to corner skew.
- Try not to get too much of the areas surrounding the check.
- Make sure that the entire check, including all four corners, is visible
- Make sure the MICR line (the numbers on the bottom of your check) is included and easily readable.
- Make sure the check is in focus and not blurry prior to clicking "Use" after taking the picture.
- Deposits submitted prior to the 3:00pm CST cutoff will process within 1-3 business days.
- Daily deposit limits do apply.
- Close all other apps running in the background on your mobile phone before logging in.



CROSSBRIDGE
COMMUNITY BANK

SECURITY FOR MOBILE APP -

- When using your cell phone to access your banking information, you should use the same caution used for your PC or laptop.
- Choose your User ID and Password carefully. Make it unpredictable - don't use common numbers such as your telephone number, birth date or street address and use letters and numbers in combination if possible.
- Never provide your User ID or Password to anyone.
- Do not store your User ID, Password or any account numbers on your cell phone.
- If you have antivirus software available for your mobile device, use it and keep it updated.
- Always keep your cell phone in a physically secure place.
- If your cell phone is lost or stolen, contact your carrier to shut down your cell phone services and contact Crossbridge Community Bank at **877.822.7552** to have a Universal Banker disable your mobile banking connection.
- 128-bit encryption masks your sensitive information
- Password, 17 characters or less, is required each time you log on
- Challenge question asked for each transaction requested



CROSSBRIDGE.BANK

877.822.7552

MEMBER FDIC | EQUAL HOUSING LENDER