Central Bank — Frequently Asked Questions

Mobile Web

Q. What type of phone must I have to use mobile banking?
A. The Mobile Banking app is only available for iPhone, iPad (iOS 6 and newer), and Android devices.

Q. What functions can I perform from my mobile device?
A. Provided that your financial institution has given you access, you can:
- View transaction history
- View account balances
- Transfer funds between accounts
- Pay bills to existing payees
- View locations/ATMs
- View alerts
- Submit deposits (RDA)
- Card management

Q. How do I know if my transfer or bill payment was entered successfully?
A. If you selected to receive text alerts, each time you make a transfer or bill payment a confirmation Text Message is sent to your mobile device. If you do not receive a confirmation text message, double check to make sure the transaction went through via traditional NetTeller.

Q. What if I no longer want to be a mobile user?
A. Log in to your financial institution's online banking site and select *Options > Mobile Settings*. Then deselect **Activate Mobile Banking Access and** click **Agree.**

Q. What happens if I lose my mobile device?
A. Since your account data is not stored on your mobile device, your information cannot be stolen. When you replace your device, simply edit your Mobile Settings in NetTeller and make any changes to the Wireless Provider and/or Phone Number.

Q. Why can't I add a new Bill Payment payee?
A. Bill Payment functionality is limited to sending payments to already established payees. To add a new payee, log in to the online banking site, select Bill Payment, and add a new payee. You can then submit payments to that payee via your mobile device.

Q. What happens if I lose communication/signal during a transaction?
A. When you complete a transaction from your mobile device (bill payment, funds transfer, etc.) you receive a text message as confirmation that the transaction was successful. If you do not receive this message, or you did not select text alerts during enrollment, check your accounts and re-submit any transactions that did not process.

Q. What do I need to do if I get a new phone?
A. If you simply get a new phone but keep the same phone number and provider, no changes on your part are necessary. If you switch providers and/or phone numbers, log in to traditional NetTeller and update your information on the *Options > Mobile Settings* page. You will not receive text messages regarding Mobile Banking transactions if your phone number and carrier are not correct.

Q. Can I use any mobile device to access my accounts?
A. Yes. You can access your accounts via any mobile device that is web-enabled and allows secure SSL traffic. The only difference is that text messages are sent to the phone number entered when enrolling for mobile banking, not necessarily the device from which you perform a transaction.

Q. What determines the balance displayed in goDough?
A. The balance displayed is consistent across all goDough Mobile Banking platforms and the landing pages in traditional NetTeller. Controlled through your general NetTeller parameters, your institution chose to show either the Ledger or the Available balance.

Q. How much history displays in transactions?
A. The amount of transactions displayed is consistent across all goDough Mobile Banking platforms and is based on the user's defaults set in the Display Options/Settings menu of traditional NetTeller.

Q. How do I delete a bill payment that I set up through my mobile device?
A. You must log in to traditional NetTeller ID and delete the payment from the main menu of the Bill Pay module.

Q. When I try to enter an amount for a bill payment or transfer, I can't enter any numbers, only letters. Why?
A. Check your phone's settings to make sure you don't have alpha-only enabled on the keypad.

Q. What if I can't get my mobile device to work with *go*Dough Mobile Banking?
A. To use mobile banking, your phone must meet the following minimum requirements:
1. Your mobile device must be web enabled.
2. Your mobile network must allow secure SSL traffic. You may need to contact your mobile provider to determine this.

Mobile Text

Q. Can I enroll for Mobile Text from my mobile device?
A. No. Enrollment for Mobile Text must begin within your traditional NetTeller site.

Q. How do I get information for a specific account?
A. During the enrollment process you designate a mobile short name for each enrolled account. This short name must be included in the text request to get account specific information.

Q. How do I un-enroll for Mobile Text?
A. Un-enrollment can be accomplished one of two ways. You can log in to your traditional NetTeller site and de-select the enroll option or you can text STOP to 89549.