

PARK BANK MOBILE BANKING 101

PARK BANK MOBILE BANKING FREQUENTLY ASKED QUESTIONS



While trying to sign up through OnLine Banking, I submitted my phone number, but I'm not receiving the texts.

Some cellular carriers set up phones that don't allow "short code" texts. The text you should receive to sign up for mobile banking is a short code text. Call your cellular carrier to determine if your phone can accept short code texts. If not, ask how to set up your phone to allow these texts.

I forgot to bookmark the mobile browser website. What do I do?

Sign in to OnLine Banking, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. In the drop down menu, select "Get a link to the Mobile Banking website" and hit "Go." You will receive a new link in a text message on your phone.

My phone froze while I was trying to download the application OR the download timed out. I tried to click on the link again, but it won't let me use that link again.

Sign in to OnLine Banking, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. In the drop down menu, select "Download the application" and hit "Go." You will receive a new link in a text message on your phone.

I downloaded the application onto my iPhone® or Android™, but when I try to open it, I can't.

If you have an iPhone or Android, go to your text messages and look for a text that contains another link that will allow you to "Activate and Launch" the application. The first time you use the application you need to go through this link. After that, you may simply click on the application icon.

I have a BlackBerry® and want to sign up for the Mobile Banking application.

Due to the declining use of BlackBerrys, the Park Bank Mobile Banking app will no longer be available on BlackBerrys. BlackBerry users will, however, still be able to use the browser-based mobile banking product, which offers the same functionality as the app, simply with a few (mostly cosmetic) differences. Simply enroll for the browser-based mobile banking and be sure to bookmark the page.

I have a BlackBerry and when I clicked on my app that I had already downloaded prior to January 13th, it took me out to the browser version of Mobile Banking instead of the app.

Due to the declining use of BlackBerrys, the Park Bank Mobile Banking app will no longer be available on BlackBerrys. BlackBerry users will, however, still be able to use the browser-based mobile banking product, which offers the same functionality as the app, simply with a few (mostly cosmetic) differences. Be sure to bookmark the page.

Can I download the application directly from my phone?

Yes! Go to iTunes or the Google Play store on your iPhone or Android and search for Park Bank. You can download the app using your online banking credentials. Note: Be sure that you located Park Bank of Madison, Wisconsin, app and that you have already signed up for online banking.

What phone number should I send text messages to?

To retrieve balance information and history on your accounts, as well as to find the nearest branch or ATM, send a text message back to 96924 (the number that sent you the texts to set up your Mobile Banking). Save this number (96924) as a contact in your phone.

The text banking isn't accepting my requests for balances/history/etc.

The commands for text banking are listed below. They are not case sensitive, but make sure your phone isn't autocorrecting your text (for example, some phones will correct "Hist" to "Host" which is not a valid command and the service will not recognize it).

- Bal
 - o This will send you the balances of all your selected accounts.
- Hist (Account Nickname)
 - o Type in Hist, then a space, and then your account nickname. This will send you the last four transactions on that account.
 - o Make sure you are using the correct nickname that you set up. If you need to change your Mobile Banking nickname, follow the instructions referenced in the next question.
- ATM (Zip Code)
 - o Type in ATM, then a space, then your current zip code. This will send you the locations of the nearest ATMs.
- Branch (Zip Code)
 - o Type in Branch, then a space, and then your current zip code. This will send you the locations of the nearest branches.

I want to change the nicknames on my Mobile Banking accounts?

Sign in to OnLine Banking, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. Click on the "My Accounts" tab, make the changes to your Mobile Banking Nicknames, and click on "Update Accounts."

How can I change the services I signed up for?

Sign in to OnLine Banking account, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. In the drop down menu, select "Change my Mobile Banking Services" and hit "Go." You can now add or remove services.

I want to update the accounts viewed in Mobile Banking.

Sign in to OnLine Banking, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. Click on the "My Accounts" tab and choose the accounts you wish to view, then click on "Update Accounts."

My Mobile Banking has me in the wrong time zone.

Sign in to OnLine Banking, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. Click on the "My Profile" tab, adjust to the correct time zone and click "Update."

How do I change my phone number?

Sign in to OnLine Banking, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. In the drop down menu, select "Change my phone number" and hit "Go." Enter your new Mobile number in the space provided and then click "Continue." This will begin the enrollment process on your new device.

What should I do if I get a new phone and carrier, but keep my same phone number?

You will need to remove mobile banking from that phone number and re-enroll with your new phone, even though you kept the same number. Sign into your OnLine Banking account, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. In the drop down menu, select "Stop using this phone for Mobile Banking" and hit "Go." You will then need to re-enroll for each of the mobile banking products. To do this, you will again go into Options and find the Mobile Banking Profile.

Click on Manage Devices. Follow the prompts to sign up for the Mobile Banking services you would like to use.

I have a new phone with the same number and same carrier? Do I need to do anything?

Yes. The application and browser bookmark lived on your old phone, so you will need to add them to your new phone. Sign in to OnLine Banking, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. For the Mobile Browser banking, in the drop down menu, select "Get a link to the Mobile Banking website" and hit "Go." This will send you a new link to the Mobile Browser banking; create a bookmark on your phone for this website. For the Mobile Application, select "Download the application" and hit "Go." This will send you a new link to download the application. Follow the instructions on your phone.

I want to add a second phone to Mobile Banking. What do I do?

Sign in to OnLine Banking, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. Click on the Add New Phone button. Follow the prompts to enroll the phone.

How do I keep my battery from draining so quickly?

As with all applications, sometimes even if you close out of it, it remains active in the background. On an Android, find the Task Manager and fully exit out of any applications. On an iPhone, double click on the main button and exit out of any applications.

I'm trying to update the Mobile Banking app on my original iPhone(2G) but I can't seem to find it. Where should I look?

Unfortunately the original iPhone 2G and 3G models are no longer supported for future app updates. However, the mobile browser and text message channels will remain accessible to customers with these iPhone models.

What happens if I lose my phone? Will anyone have access to my account information?

When you exit the application or leave the mobile browser page, you will be automatically signed out of mobile banking and a password will be required to sign back in. In addition, you can disable your Mobile Banking by signing in to Park Bank's OnLine Banking. Once logged in, go to Options, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. Next to the appropriate phone number, select "Stop using this phone for Mobile Banking." You can also call At Your Service at (608) 278-2801 to shut down the service on your phone for further security.

I want to delete the application from my Android.

On an Android, find the application in your list of apps. Click and hold it down until a menu pops up. Choose "Uninstall."

I want to delete the application from my iPhone.

On an iPhone, find the application in your list of apps. Click and hold it down. Click on the "x" that appears on the icon. A box will pop up. Click "Delete."

Android is a registered trademark of Google, Inc., iPhone is a trademark of Apple, Inc.

If you should have any further questions please call Park Bank At Your Service at (608) 278-2801 or visit a personal banker at any of our 11 convenient Dane County locations.