



Near to you. Far from ordinary. Close at hand.

## DMB Mobile Banking Frequently Asked Questions

**What can I do with Mobile Banking?** Mobile Banking is an extension of Online Banking, giving you access to many of the same features and services. DMB gives you two ways to bank on your mobile device:

1. **DMB Mobile Banking app (recommended)**, requires a smart phone with a data plan. The DMB Mobile Banking app allows you to view balances, history, transfer funds, pay bills, view statements and search ATM and branch locations. The downloadable app also has Mobile Deposit, allowing you to take a picture of a check to deposit it quickly and securely to your DMB account!
2. **Mobile Browser**, requires a smart phone with a data plan. It allows you to view balances, history, transfer funds, pay bills and search ATM and branch locations. Mobile Deposit is not available on the browser version. Save the [www.deforestbank.mobi](http://www.deforestbank.mobi) URL to your favorites for quick and easy access!

**How do I enroll for Mobile Banking?** Since Mobile Banking is an extension of Online Banking, you must first be enrolled in Online Banking. If you are not already a DMB Online Banking user, [click here](#) to print an Online Banking enrollment form. You can fax or mail the completed form to DMB Community Bank. Signatures are required. If you don't have a printer, please [Contact Us](#) to request an enrollment form. Once enrolled in Online Banking, to use the mobile browser version, simply go to [www.deforestbank.mobi](http://www.deforestbank.mobi) from your mobile phone or tablet device. Bookmark this address for future use. To use the downloadable app version, from your mobile phone or tablet device go to the App Store, Google Play or the Amazon Marketplace and download the "DMB Mobile Banking" app.

**How much does Mobile Banking cost?** DMB does not charge any fees for Mobile Banking, however, you should check with your wireless provider about carrier and web access charges. **Message and Data rates may apply.**

**How secure is Mobile Banking?** DMB Mobile Banking is an extension of your DMB Online Banking account and uses similar security. Mobile Banking uses the below security features. See also the [Mobile Banking Security Tips](#) for additional precautions that you can take to further secure your personal information when using your mobile device.

- We don't store your password.
- 128-bit encryption masks your sensitive information.
- Mobile Deposit does not store account information or images of checks on your device.
- Auto time-out feature if you forget to log out.
- External transfer accounts, bill payees and Popmoney payees must be first set up in Online Banking before they are available for payment in Mobile Banking.

**How do I disable Mobile Banking?** If you no longer want to use Mobile Banking, simply delete the DMB Mobile Banking app or bookmark (browser version) from your device.

**What Apps are available?** DMB has custom apps for iPhones, iPads and Android devices. If you are having problems downloading or using the DMB Mobile Banking app, please contact a bank representative and we can check to see if your device is supported.



**Do I need a username and password to access Mobile Banking?** Yes! Your Mobile Banking user ID and password are the same as your Online Banking user ID and password. You have the option to save your user ID (masked) within the app, so that you don't have to type in this information every time you login. If your device supports fingerprint registration, you can also register your fingerprint for login with Mobile Banking for even better security and convenience.

**How is the DMB Mobile Banking app different from the browser?** The DMB Mobile Banking apps are made specifically for smart phones and tablet devices, which means that they use your device's built-in features to provide a better experience. One of the most noticeable differences is the ease of navigation. Also – Mobile Deposit is available only on the Mobile Banking app, not within the browser version. The overall experience differs from phone to phone, so feel free to try both and see which one works better for you!

**Why does the DMB Mobile Banking app ask to access my location services (GPS)?** The DMB Mobile Banking app uses your device's location services for the "Find an ATM or Branch" feature. If you do not enable this option, the Mobile Banking app will not be able to map the locations for you based on your current location.

**Why does the DMB Mobile Banking app ask to access my camera?** The DMB Mobile Banking app uses your device's camera for the "Mobile Deposit" feature. If you do not enable this option, you will not be able to submit checks for deposit using the app.

**Why can't I see all of my transaction history in Mobile Banking?** Mobile Banking displays transaction history based on your date range settings in Online Banking. Login to Online Banking to adjust your date range (Accounts > History, set date range and select "Submit"). You will need to do this for each account.

**How do I update my Touch login after my Online/Mobile Banking password is changed?** First, in order to change your Online/Mobile Banking password, you must login to Online Banking via a computer (you cannot change your password in Mobile Banking). Once you have changed your password in Online Banking, you will need to login to Mobile Banking by typing in your new password, rather than using your fingerprint. From the login page, enter your User ID, then click "Submit" to take you to the page to manually enter your new password. Once logged in, go to Settings > Touch ID Authentication. Clear any information that may already be in the password field and enter your new password. Click "Save" to register your new password with your fingerprint. **\*\*CAUTION – be sure to carefully type in your password here. When you save your new password under the Touch ID Authentication, there is no validation that you have actually entered in your password correctly. If you save it incorrectly, your Touch ID will not work to login you in until you go back in and correctly type in the password under Touch ID Authentication.\*\***