MOBILE BANKING GUIDE

MOBILE BANKING ANYTIME, ANYWHERE

ENROLLING IN ONLINE BANKING	You MUST be enrolled in Online Banking before you are able to access Mobile Banking. Ways to enroll in Online Banking: • Call us at 816-776-6669 or 816-637-6669 during business hours – After confirming your identity, you will be provided with a temporary password. • For after hours and weekend enrollment, complete our Enrollment form at https://olb.communitybankmissouri.com/Enrollment/EnrollmentAdv.aspx For security purposes, we will call and confirm your enrollment before approving access to online features. • You will be asked to provide a username and confirm the email address on file.
ONLINE BANKING PASSWORD REQUIREMENTS	• Passwords must be at least 8 characters long and include at least one uppercase letter, lowercase letter, one number and one special character (!@,#,$,%,^,&,*,(,)). • Your online banking password will expire every 90 days and can only be changed using a web browser. Your password cannot be updated on the mobile app. • You cannot use your previous 6 passwords.
MOBILE APP DOWNLOAD	• Search 'CBOM MOBILE' using the Google Play Store or Apple iTunes store. • Download the 'CBOM MOBILE' app – your cellphone service may require an internet connection before downloading.
YOUR FIRST LOGIN MOBILE BANKING	Before using CBOM Mobile, you must be enrolled in Online Banking and have logged into Online Banking using a web browser to confirm your cell phone information for Mobile Banking. • Using the same login credentials as Online Banking – login to the CBOM mobile App. • You will be required to answer a series of security questions based on public information – if you are unable to complete the security questions contact us at 816-776-6669 or 816-637-6669. • After correctly answering the security questions, you will be asked to verify your cell phone number, read and agree to the terms and services. You will now be able to view your accounts and make transfers.

TRANSFERS	Set up on time transfers using mobile banking: • Select the golden '+' sign towards the bottom of your screen. • Select 'TRANSFER'. • Select the account you want to transfer from, transfer to, and the amount of the transfer. • Select 'CONTINUE' in the top right-hand corner. • Review and select 'APPROVE' to complete the transfer.
BILL PAYMENT IN MOBILE BANKING	You can pay existing payees from your Bill Pay anytime, using your Mobile Phone. See the Bill Pay Guide for how to set up payees in Bill Pay: • Select the golden '+' sign towards the bottom of your screen. • Select 'BILL PAY'. • Select which payee you would like to pay. • Select the day you wish to send the payment. • Estimated delivery date is at the bottom of your screen. • Bill payments are sent electronically or by check through the mail to your payee. The delivery method is based on what payments your payee supports. • Select the amount. • Optional Memo – the memo will appear at the bottom of the check. Electronic transactions will not have a memo option. • Select 'CONTINUE' in the top right-hand corner. • Review and select 'APPROVE' to complete the payment.