

mymobilemoney

Cardholder Enrollment



DOWNLOAD APP:

The My Mobile Money Access mobile application is available for both iPhones & Android phones. To install the free **My Mobile Money Access** app:

- iPhone users should search in the **iTunes App Store**.
- Android users should search in the **Google Play Store**.

REGISTER CARD:

1. Click on the **My Mobile Money** tile to launch the app.
2. Tap **Sign Up Free** on the Welcome screen to start the registration process.

Users might be asked to authenticate at times other than registration, such as during a password reset

If users enter incorrect authentication information 3 consecutive times, the popup message “The registration process has been suspended due to repeated failures. Please try again after 30 minutes.” displays. After the 30 minutes are up, users can either retry the card registration or call their financial institution to reset. Once customer support has reset, users can immediately try to register.

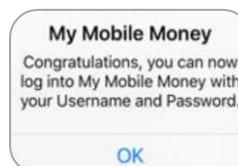
3. Enter the **Card Number** into the Card Verification screen.
4. Tap **Next** in the upper right corner of the screen.
5. Enter the following information into the text boxes:
 - CVC2 Security code (the three digit code on the back of your card)
 - Card Expiration Date
 - Last 4 digits of cardholder’s SSN

6. Tap **Next** to validate the data.
7. Accept the **Terms & Conditions**.
8. Accept the **Privacy Policy**.
9. Create a username & password

- Email address
- Username (if not using email address as username)
- Password (Between 8–12 characters, with at least one upper case letter, one lower case letter, one number & one special character.)
- User Full Name (Between 2–50 alphanumeric characters)

The bottom menu on the Login screen allows users to:

- **Find Us** – Locate MoneyPass® ATMs.
- **Contact Us** -- View bank’s contact information. (Existing users only. New users are prompted to register.)
- **Help** – Get help using the app.



LOGIN:

1. Click on the **My Mobile Money** tile to launch the app.
2. Tap **Login** on the Welcome screen.
3. Enter the **Username & Password**.

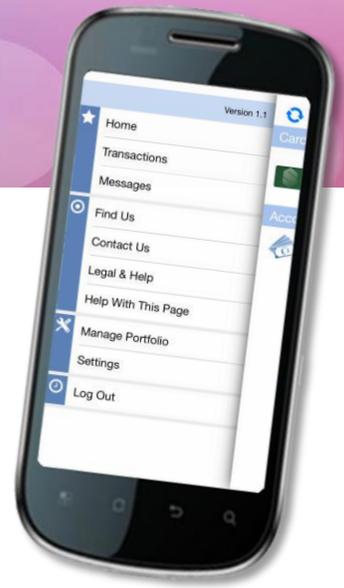
Remember my username is selected by default. Users can uncheck the box if they do not want the app to remember their username.

FORGOT PASSWORD:

1. Click on the **My Mobile Money** tile to launch the app.
2. Tap **Forgot Password** on the Login screen.
3. Enter the correct **username** into the Username text box.
4. Tap **OK**. A security token is sent to the email address entered during the registration process.
5. Once the email with the security token is received, return to the **Forgot Password** screen.

The Password security token is only valid for 10 minutes. After 10 minutes, the Forgot Password steps must be restarted.

6. Select the **I have the security token** checkbox on the Forgot Password screen.
7. Enter the security token into the **Security Token** text box.
8. Enter the new password into the **New Password** text box.
9. Re-enter the new password into the **Confirm Password** text box.
10. Tap **OK**.



MENU:

1. Once logged in, tap the menu icon ☰
 - **Home** – all managed cards & accounts.
 - **Transactions** – transactions for all managed cards & accounts.
 - **Messages** – transaction & account alerts sent to users' device.
 - **Find Us** – MoneyPass ATM locator.
 - **Contact Us** – financial institution's contact information.
 - **Legal & Help** – app's terms & conditions, the privacy policy & help information.
 - **Manage Portfolio** – capability to manage or unmanage cards & accounts.
 - **Settings** – capability to view or change user, password & device information.
 - **Log Out** – Logs users out of the app.

ADD CARD: *If a new card is issued due to fraud, user must add the new card to the app portfolio.*

1. Once logged in, tap the menu icon ☰ & choose **Manage Portfolio**.
2. Tap **Add Card** on the Manage Portfolio screen.
3. Adding a new card is similar to the Registration process, with the following exceptions:
 - Users are not asked to accept the Terms & Conditions & Privacy Policy again.
 - Users are not requested to create a new login account.

CHANGE PASSWORD:

1. Once logged in, tap the menu icon ☰ & choose **Settings**.
2. Tap **Password** on the Settings screen.
3. Type the **current password** into the Current Password text box.
4. Type the **new password** into the New Password text box. (Between 8–12 characters, with at least one upper case letter, one lower case letter, one number & one special character.)
5. Re-type the **new password** into the Confirm Password text box.
6. Tap **OK**. The new password is saved.

CHANGE EMAIL ADDRESS:

1. Once logged in, tap the menu icon ☰ & choose **Settings**.
2. Tap **Personal Information** on the Settings screen.
3. Enter the new email address into the **Email** text box.
4. Tap **SAVE**.

DO NOT DISTURB:

1. Once logged in, tap the menu icon ☰ & choose **Settings**.
2. Tap **Do Not Disturb** on the Settings screen.
3. Toggle the **Do Not Disturb** slider to the **On** position.
4. Select the start time from the **From** drop-down list.
5. Select the end time from the **To** drop-down list.
6. Select the time zone from the **Time Zone** drop-down list.
7. Tap **OK**. Do Not Disturb is enabled for the time period that the user specified.

Card Options



VIEW CARD DETAILS:

- Once logged in, tap the arrow next to one of the registered **Cards**.
- The **card image** displays.
 - Card front image with cardholder's name.
 - The last four digits of card number.
 - Card ON/OFF status** (Green = ON, Red/White = OFF)
 - When an Active card is turned Off, all transactions made on the card, other than recurring payments & credits/deposits, are denied. (Card Status still displays Active.)
 - The card expiration date.
 - Cardholder (If applicable, number of Shared Card Users.)
 - Tap card image to display reverse side.
 - Card Status** – Whether the card is Active or Closed (Inactive).
 - Withdrawal Limit** – Daily maximum amount that can be withdrawn from the card
 - Purchase Limit** – Daily maximum amount up to which a purchase can be made with the card.
 - Last Update** – Displays the last time the card was updated.

ALERT PREFERENCES:

- From the Card Details page, tap the **Alert Preferences** option
 - All Transactions**
 - Preferred Transactions**
 - Locations**
 - + My Locations** – Alerts if device & merchant locations do not match (Device GPS must be enabled).
 - + My Regions** – Alerts if merchant location is outside selected regions.
 - + International** – Alerts on all international transaction.
 - Merchant Types** – Alerts for selected merchant categories.
 - Transaction Types** – Alerts for selected transaction types.
 - Spending Limits** – Alerts if amount exceeds the 'per transaction' or 'per month' specified amount.
 - None**

RECENT TRANSACTIONS: *transactions made on the card since card registration (30 days / 50 transactions)*

- From the Card Details page, tap the **Recent Transactions** option.
- To view details of a particular transaction, tap the transaction.

- Transaction Status Icon
- Transaction Amount
- Merchant Name & Address
- Transaction Type
- Card Type & Number (last four digits)
- Account Type & Number
- Transaction Date & Time
- Trace #

Icon	Meaning
	The transaction is posted & alert was not generated.
	The transaction is posted & alert was generated.
	The transaction is pending & alert was not generated.
	The transaction is pending & alert was generated.
	The transaction is denied & alert was not generated.
	The transaction is denied & alert was generated.
	The transaction is cancelled or reversed & alert was not generated.
	The transaction is cancelled or reversed & alert was generated.

- Alerts Generated (Yes/No)
- Tap receipt image to display reverse side.
 - For transactions with fees & surcharges, the transaction amount, surcharge & fees display separately.
 - If applicable, displays reason for denial and/or alert.
- Tag** – Untagged/Personal/Family/Business
- Memo** – Allows user to type a short description about transaction.
- Fraud, Lock Card** – Closes card & FraudWatch calls user within 24-72 hours (Once confirmed, SBTC receives email notice)

LINKED ACCOUNTS: *Current Balance of all accounts linked to your card*

- From the Card Details page, tap the **Linked Accounts** option
 - Low Balance Alert** – Set alert for when the account balance falls below a specified amount.
 - Alert only displays when the user logs on to the app or taps 'Refresh' on the Home screen.*
 - Funds Transfer** – Transfer funds between accounts linked to your card.
 - Recent Transactions** – Displays only the transactions associated with the previously selected account.
 - Linked Cards** – Display all cards that are linked to your account.

SHARED CARD USERS: *View the existing list of shared card users & delegate new users*