

NDBT Mobile App Upgrade

Frequently Asked Questions

1. What are some new key features/functions?
 - a. Ability to unmask passcode
 - b. Biometrics for Android (Face ID)
2. What if I do not know my Access ID & Passcode?
 - a. Contact Customer Service at 972.716.7100
3. Will I have to change my login credentials?
 - a. No, your login credentials will remain the same.
4. Why am I getting a "Welcome to Mobile Banking" email or a new Terms & Conditions prompt?
 - a. The transition to the new mobile app will cause users to accept the new Terms & Conditions. It is possible to receive a welcome email if you have previously used our existing mobile banking product. We apologize for any inconvenience this may cause you.
5. Will this change effect my ability to log on to your website?
 - a. No, Online Banking via the website remains the same.
6. Will the new app automatically update?
 - a. **Android users** must remove the old app and download the new NDBT app from the following link:
<https://play.google.com/store/apps/details?id=com.apiture.xpressmobile.ndbtc.sub>
 - b. **Business mobile users** must download the new NDBT app from the App Store for iPhone or with the link above for Android.
 - c. **iPhone users** will need to remove the current app and re-install it, if you do not have your app set up for auto-updates. If auto-update is enabled on your app, no action will be required; however, there may be conditions with your device that may prevent the update from happening. These conditions include device Wi-Fi, data network settings or other circumstances that may require a manual update of the existing application.
7. Why am I receiving an error message?
 - a. Android users must remove the old app prior to downloading the updated version.
8. How do I activate Face Recognition for Android?
 - a. If your device has facial recognition capability, Open Settings>Security>Smart Lock>Trusted Face
9. Why doesn't my Face ID or Touch ID work?
 - a. If you currently log in using Touch ID or Face ID, you will be required to enter your Access ID and Passcode the first time you open the new app. Once you log in successfully, you can then set up new biometrics for your device.

10. Will I be able to access bank statements on the mobile app?

- a. No, mobile bank statements are not available at this time.

11. Will this app connect to Zelle?

- a. No, we utilize a money transfer service called *SmartSend*® available to send funds with a phone number/email to most financial institutions. NOTE: not available to business users.

12. What happened to the PreView function?

- a. The addition of biometrics such as Face ID and Touch ID simplifies your log-in experience.

13. Why am I prompted to allow access to my camera?

- a. In order to utilize the Mobile Deposit feature, you must allow access to capture your check image.

14. Is the Business Banking mobile app discontinued?

- a. Yes, the new version allows both business & personal users to access their profile.

15. Is Business Bill Pay available on the mobile app?

- a. No, but you can access the business bill pay function via the Online Banking via web.

16. Will my VIP Access security token still work on the new app?

- a. Yes, the token credentials will remain the same

17. Will I be affected if I have both business and personal accounts under my online profile?

- a. The new mobile app simplifies both personal & business users to access their accounts under the same app.

18. Who do I contact for assistance with Mobile Banking?

- a. Contact Customer support at 972.716.7100 during regular hours
- b. Contact Treasury Management support at 972.716.7347 during regular hours

19. Will an app be available for tablet devices?

- a. No, but tablet users can access Online Banking via their browser.

