

# Sanborn Savings Bank Online Banking Customer Guide

**Mobile Banking App** is available to download on iPhone or Android devices. To download our app, search for “Sanborn Savings Bank” in the App Store or Google Play. When prompted, enter your Online Banking credentials.

**Mobile Deposit** Make a deposit with our Sanborn Savings Bank App. Once logged in, click the DEPOSITS tab and follow the on-screen instructions. **Mobile Deposit Limit:** \$10,000.00 Max Daily Limit. Amounts may be increased as needed by contacting the bank.

**Set up Alerts** to know what is always going on with your money! Log into Online Banking or Sanborn Savings Bank App and click your name or menu at the top, settings, and alerts.

**E-statement sign up** Log into your Online Banking. From your Home page, click on Accounts at the top of the page. Select Statement Preference. Accept the Term and Conditions. On the accounts you would like to activate for E-Statements, change the Delivery Option to “Electronic”. Scroll to the bottom of the screen and click Save.

**E-Statement viewing**-Log into Online Banking and click Accounts at the top of your screen. Select E-statements & Notices. Choose the correct account and click Search. Choose the statement you wish to view. To get older statements not in the list, Click the search magnifying glass and change the date range to include the date you are looking for.

**Changing nickname on account:** Click into the account, click details. At the top by the name, click change account nickname.

**Changing account listing order:** Click edit. Use toggle on side to move or hide accounts.

**Face ID/Fingerprint ID:** Log into SSB App, Click Menu, Settings, Authorized Device Enrollment. Name device, User ID, Password. Enroll.

**Un-enroll Face ID/Fingerprint ID:** Log into SSB App, Click Menu, Settings, Authorized Devices, Click trash can to delete OR Authorized Device Enrollment. Click un-enroll.

**Remove Stopped Numbers from receiving text code:** Accidentally replied stop to a text with confirmation code? Login, go to profile, stopped numbers, Checkmark number to reactivate and check mark I agree. Click Activate. Customer should get a text at the number to say they have been activated.

**Downloading transactions to .csv file.** Click on the account you want to download transactions for. Click the Search Magnifying glass under History. Change the date range to be the correct range you want to download. (Custom range will let you put in specific dates.) Click search. Once the transactions are showing on the page, click download under History. This will create a .csv file in your download file folder on your computer.

**Password Parameters** Passwords must be 12 to 32 characters long and must contain all of the following: a lowercase letter (a-z), an uppercase letter (A-Z), a digit (0-9), and a special character (~!@#\$%^&\*()[]{}<>\_+ =/|\.,:;'"?). Passwords expire every 180 days

**Session Timeouts:** Online session & mobile sessions will timeout after 15 minutes

**Transactions & Statements** stay on system for 730 days (2 Years)

**Locked Users:** Users are locked after 3 invalid login attempts

Users are deactivated after 180 days of inactivity and deleted after 365 days of inactivity