



Skowhegan Savings

Integrity. Trust. Community.

User Guide:

Mobile Text

SKOWHEGAN SAVINGS
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OVERVIEW

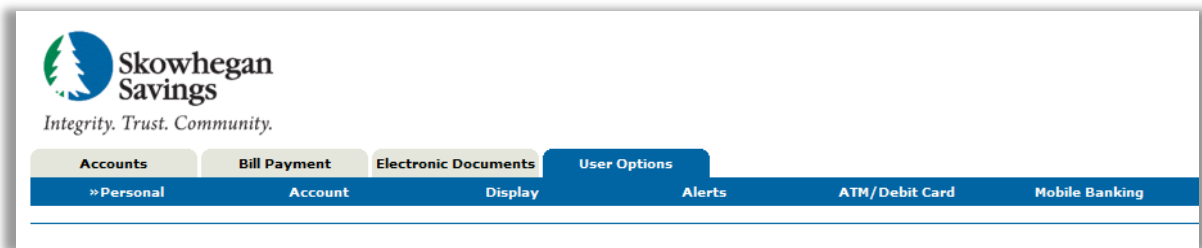
Skowhegan Savings is pleased to offer free, convenient and secure access to your accounts via real-time text messaging. We offer you the ability to obtain account balances and account history.

An active Online Banking Account is required and your mobile device must be enabled for SMS text messages.

Note: Message and data rates may be incurred by your service provider.

ENROLLMENT

- Login to your Skowhegan Savings Online Banking.
- Select **User Options**.
- Select **Mobile Banking**.



- Select **Mobile Text Settings**.
- Check "Enable text access for your mobile device".
- Enter your Mobile Phone Number.
- Select the accounts you want to access through Mobile Text.
- Note: You must assign each of your selected accounts a Mobile Short Name. The Mobile Short Name will identify the account in text message requests and replies.
- Click **Submit**.

The screenshot shows the "Mobile Text Settings" form. At the top, there is a navigation bar with tabs: "Accounts", "Bill Payment", "Electronic Documents", "User Options", "ATM/Debit Card", and "Mobile Banking". The "Mobile Banking" tab is selected. Below the navigation bar, there are links for "Mobile Web Settings" and "»Mobile Text Settings". On the right side, there is a customer support contact number: "Customer Support: (800) 303-9511 Monday - Friday, 8:00am - 5:00pm".

The main content area contains the following text:

Complete all required fields and accept the agreement to enroll for Mobile Text.
Be certain to text your validation code to finalize your enrollment.

Below this, there is a section titled "Mobile Text Settings" with a question mark icon. It contains a checkbox labeled "Enable text access for your mobile device".

Below the checkbox, there is a field for "Mobile Phone Number" with three input boxes and a red asterisk warning: "** Msg&Data rates may apply. Text STOP to 89549 to cancel. Text HELP to 89549 for more information. **".

Below the phone number field, there is a section titled "Select the accounts you want text access from your mobile device". It contains a table with two columns: "Account Name" and "Mobile Short Name".

Account Name	Mobile Short Name
<input type="checkbox"/> Check 0160	<input type="text"/>
<input type="checkbox"/> Savings	<input type="text"/>
<input type="checkbox"/> Commercial Loan	<input type="text"/>
<input type="checkbox"/> Loan 0001	<input type="text"/>

At the bottom right of the form, there is a box titled "Text Commands" containing the following text:

Text Commands
Bal=All Acct Bal
Bal Acct Name=Single Acct Bal
Hist=All Accts Recent Activity
Hist Acct Name=Single Acct Activity
Help=Commands
Stop=Cancel

At the bottom left of the form, there are two buttons: "Submit" and "Cancel".

- Verify desired settings.
- Review terms and conditions.
- Check "I accept these full terms and conditions".
- Click **Confirm** (Confirm button cannot be activated if acceptance box is not checked).
- **Edit** will allow you to go back and change your settings if needed.
- **Cancel** will allow you to stop the enrollment process.

Mobile Text Settings
?

Mobile Validation Code: 18656

FI Text Number: 89549

Mobile Phone Number: (207) ** Msg&Data rates may apply. Text STOP to 89549 to cancel. Text HELP to 89549 for more information. **

Text Delivery	Account Name	Mobile Short Name
YES	Check 0160	Check
YES	Savings	Savings
YES	Commercial Loan	Com Loan
YES	Loan 0001	HELOC

Text Commands

Bal=All Acct Bal
Bal Acct Name=Single Acct Bal
Hist=All Accts Recent Activity
Hist Acct Name=Single Acct Activity
Help=Commands
Stop=Cancel

I accept these full terms and conditions

Confirm
Edit
Cancel

- To complete the enrollment process for Mobile Text Banking you must first text your Mobile Validation Code to 89549.
- Each customer will have a unique validation code for enrollment completion.

This screen appears once enrollment information is successfully entered

Mobile Text Settings
?

Complete all required fields and accept the agreement to enroll for Mobile Text.

Be certain to text your validation code to finalize your enrollment.

Information Message:
In order to complete enrollment or changes to text mobile banking, you must first text the Mobile Validation Code 18656 to 89549

Mobile Validation Code: 18656

FI Text Number: 89549

Mobile Phone Number: (207) ** Msg&Data rates may apply. Text STOP to 89549 to cancel. Text HELP to 89549 for more information. **

Text Delivery	Account Name	Mobile Short Name
YES	Check 0160	Check
YES	Savings	Savings
YES	Commercial Loan	Com Loan
YES	Loan 0001	HELOC

Text Commands

Bal=All Acct Bal
Bal Acct Name=Single Acct Bal
Hist=All Accts Recent Activity
Hist Acct Name=Single Acct Activity
Help=Commands
Stop=Cancel

Edit

Important: Be sure to text your Mobile Validation Code to 89549 to finalize your enrollment

Note: If you fail to login to Online Banking for a period of 180 days, your account will be deactivated and mobile access will not be permitted. You will have 45 days to contact us to reactivate your Online Banking account before it is deleted.

MOBILE TEXT WELCOME

The following text message is sent to your mobile device upon successful enrollment.

Welcome to Skowhegan Savings
Mobile Text Banking
Commands:
Bal=Balance
Hist=History
Help=Commands
Stop=Cancel
Msg&Data rates may apply
Date & Time

MOBILE TEXT COMMANDS

- Help Returns the list of available commands.
- Bal Returns current balance for all enrolled accounts.
- Bal <account short name> Returns current balance for specified account.
- Hist Returns last 4 transactions for all enrolled accounts.
- Hist <account short name> Returns last 4 transactions for specified account.
- Stop Disables enrollment for Mobile Text.

Note: Commands are not case sensitive. Including mobile short name will provide information for the specified account only.

Text Commands

Bal=All Acct Bal
Bal Acct Name=Single Acct Bal
Hist=All Accts Recent Activity
Hist Acct Name=Single Acct Activity
Help=Commands
Stop=Cancel

MOBILE TEXT MESSAGES

Sample text message replies for each available command are displayed below.

Bal

Skowhegan Savings Text
Banking Alerts
Balance:
Checking: *dollar amount shown*
Savings: *dollar amount shown*
Date & Time

**Displays current balance
of all enrolled accounts.**

Bal Acct Name

Skowhegan Savings Text
Banking Alerts
Balance:
Account: *dollar amount shown*
Date & Time

**Displays current balance
of specified account.**

Hist

Skowhegan Savings Text
Banking Alerts
History:
Date: *dollar amount shown*
Date: *dollar amount shown*
Date: *dollar amount shown*
Date & Time

**Displays history of all enrolled
accounts. (last 4 transactions)**

Hist Acct Name

Skowhegan Savings Text
Banking Alerts
History:
Account Name:
Date: *dollar amount shown*
Date: *dollar amount shown*
Date: *dollar amount shown*
Date: *dollar amount shown*
Date & Time

**Displays history of specified
account. (last 4 transactions)**

Help

Skowhegan Savings Text
Banking Alerts
Commands:
Bal=Balance
Hist=History
Help=Commands
Stop=Cancel
Date & Time

Displays available text commands.

Stop

Skowhegan Savings Text
Banking Alerts
Stop: You are no longer
enrolled for text message
banking.
Date & Time

Cancels enrollment.

UPDATING MOBILE TEXT SETTINGS

At any time, you may update your activated accounts, mobile short names, or mobile phone number.

- Login to Skowhegan Savings Online Banking.
- Select **User Options**.
- Select **Mobile Banking**.
- Select **Mobile Text Settings**.
- Make necessary changes, click **Submit**.

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Accounts | Bill Payment | Electronic Documents | **User Options**

Personal | Account | Display | Alerts | ATM/Debit Card | Mobile Banking

Mobile Web Settings | >Mobile Text Settings

Customer Support: (800) 303-9511
Monday - Friday, 8:00am - 5:00pm

Complete all required fields and accept the agreement to enroll for Mobile Text.
Be certain to text your validation code to finalize your enrollment.

Mobile Text Settings ?

Enable text access for your mobile device

Mobile Phone Number: (207) [] [] [] ** Msg&Data rates may apply. Text STOP to 89549 to cancel. Text HELP to 89549 for more information. **

Select the accounts you want text access from your mobile device

Account Name	Mobile Short Name
<input checked="" type="checkbox"/> Check 0160	Check
<input checked="" type="checkbox"/> Savings	Savings
<input type="checkbox"/> Commercial Loan	Com Loan
<input type="checkbox"/> Loan 0001	HELOC

Text Commands

Bal=All Acct Bal
Bal Acct Name=Single Acct Bal
Hist=All Accts Recent Activity
Hist Acct Name=Single Acct Activity
Help=Commands
Stop=Cancel

- Verify changes.
- Click **Confirm**.

Complete all required fields and accept the agreement to enroll for Mobile Text.
Be certain to text your validation code to finalize your enrollment.

Information Message: **In order to complete enrollment or changes to text mobile banking, you must first read and agree to the terms and conditions. Then you will receive a temporary mobile validation code that you will need to text to SKOWHEGAN SAVINGS BANK's Text Number, 89549. This will authorize your phone for this service.**

Mobile Text Settings ?

Mobile Validation Code: 18656

FI Text Number: 89549

Mobile Phone Number: (207) [] [] [] ** Msg&Data rates may apply. Text STOP to 89549 to cancel. Text HELP to 89549 for more information. **

Text Delivery	Account Name	Mobile Short Name
YES	Check 0160	Check
YES	Savings	Savings
NO	Commercial Loan	
NO	Loan 0001	

Text Commands

Bal=All Acct Bal
Bal Acct Name=Single Acct Bal
Hist=All Accts Recent Activity
Hist Acct Name=Single Acct Activity
Help=Commands
Stop=Cancel

- In order to successfully complete changes to text Mobile Text, you must first text your Mobile Validation Code to Skowhegan Savings Mobile Banking number 89549.

UN-ENROLLING

- Login to Skowhegan Savings Online Banking.
- Select **User Options**.
- Select **Mobile Banking**.
- Select **Mobile Text Settings**.
- Deselect 'Enable text access for your mobile device'.
- Click **Submit**.

Accounts | Bill Payment | Electronic Documents | **User Options**

Personal | Account | Display | Alerts | ATM/Debit Card | **Mobile Banking**

Mobile Web Settings > Mobile Text Settings

Customer Support: (800) 303-9511
Monday - Friday, 8:00am - 5:00pm

Complete all required fields and accept the agreement to enroll for Mobile Text.
Be certain to text your validation code to finalize your enrollment.

Mobile Text Settings ?

Enable text access for your mobile device

Mobile Phone Number: [207] [] [] ** Msg&Data rates may apply. Text STOP to 89549 to cancel. Text HELP to 89549 for more information. **

Select the accounts you want text access from your mobile device

Account Name	Mobile Short Name
<input checked="" type="checkbox"/> Check 0160	Check
<input checked="" type="checkbox"/> Savings	Savings
<input checked="" type="checkbox"/> Commercial Loan	Com Loan
<input checked="" type="checkbox"/> Loan 0001	HELOC

Text Commands

Bal=All Acct Bal
Bal Acct Name=Single Acct Bal
Hist=All Accts Recent Activity
Hist Acct Name=Single Acct Activity
Help=Commands
Stop=Cancel

Submit **Cancel**

- Click **Confirm** to complete un-enrollment.

Mobile Text Settings ?

Mobile Validation Code: 18656

You have elected to unenroll in mobile text banking.

You can return to this menu option any time to modify these settings.

Confirm **Edit** **Cancel**

You may also un-enroll by texting STOP to Skowhegan Savings Mobile Banking number 89549

TROUBLESHOOTING

If you are experiencing difficulty with Mobile Text, no worries, here is a list of common problems.

First verify the following:

- Enrollment in Skowhegan Savings Online Banking and Mobile Text.
- Your mobile device is text enabled.
- Your mobile network allows secure SMS text messaging. (You may need to contact your mobile provider.)

Next review the following possible error messages and problems:

- **TEXT MESSAGE ERRORS:**

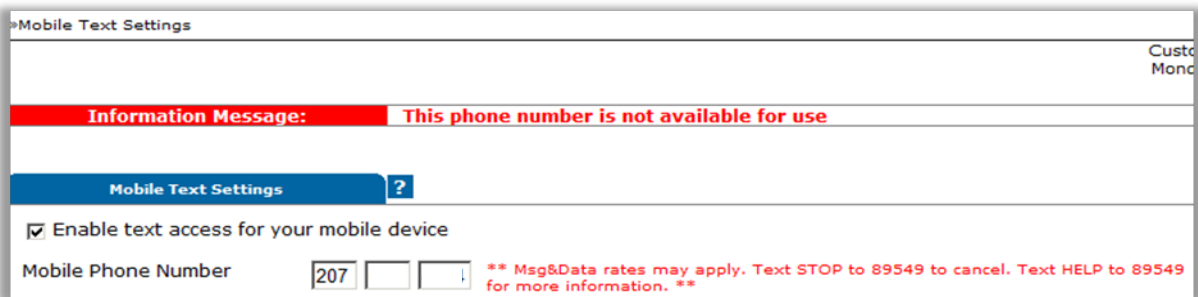


Your Mobile Validation Code must be sent to 89549 to confirm enrollment.



The specified account name does not match assigned account short names.

- **ENROLLMENT ERRORS:**



The cell phone number entered is already enrolled for Mobile Text by another user.

Need Personal Assistance?
Call Skowhegan Savings Customer Service
800.303.9511
Monday-Friday 8am to 5pm EST