

Enable Mobile Banking

- Login to NetTeller
- Go to Options – Mobile settings
- Check Activate mobile banking access
- Check the accounts you want to see
- Enter you mobile phone number
- Select Your Wireless provider
- And agree to the terms.

You can now go to <http://mobile.monarchcb.com> from your phone and log in with your NetTeller ID and NetTeller PIN

Mobile Banking User Guide

Log in to Mobile Banking

Access <http://mobile.monarchcb.com> and login with your regular NetTeller ID and PIN. Choose one of the options below from the Main Menu.

[Alerts](#)

[My Accounts](#)

[Tranfers](#)

[Pay Bills](#)

Viewing Alerts

Select **Alerts** from the Main Menu.

*The Alerts option only displays if you have Alerts to view. Alerts can only be established/edited via traditional online banking.

Viewing Accounts & Transactions

- Select My Accounts from the Main Menu.
- From the list of accounts select which account you want to view. A summary screen with your Account Balance displays.

- Select Transactions from the summary screen. Transactions from the last 15 days display in groups of 4 transactions per page. Select the date for transaction details. Select Back to return to the list of transactions.
- From the transaction list select Accounts to return to the list of accounts or Main Menu to return to the main menu.

Transferring Funds

- Select **Transfers** from the Main Menu.
- Choose the account to transfer funds *from*.
- Choose the account to transfer funds *to*.
- Enter amounts in the dollars and cents fields and select **Submit**.
- An indicator that the transaction is sending displays.
- A confirmation message and number display after the transfer is complete.
- An SMS Text Message will be sent to confirm the transfer.

*You can only set up one-time immediate transfers via mobile banking.

Paying Bills

- Select **Pay Bills** from the Main Menu.
- Select the Payee.
- Select the pay-from account and continue to the next screen.
- Enter amounts in the dollars and cents fields and select **Submit**.
- An indicator that the bill payment is sending displays.
- A confirmation message and number display after the bill payment is complete.
- An SMS Text Message will be sent to confirm the transfer.

If you are not currently enrolled in Bill Pay, clicking on the **Pay Bills** link will present you with the option to request enrollment from your Financial Institution. Follow the on-screen prompts to submit your request for Bill Pay enrollment.

*You can only set up one-time immediate bill payments via mobile banking. Payments will process during the next bill pay processing time.

Frequently Asked Questions

What are the restrictions on the type of mobile devices that can be used to access accounts?

The JHA mobile solution is phone device agnostic. It works with any web-enabled mobile phone device whose network allows secure SSL traffic.

What functions can I perform from my mobile device?

Provided that your Financial Institution has given you access, you can:

- View Transaction History
- View Account Balances
- Transfer Funds between accounts
- Pay Bills to existing Payees
- View Alerts

How do I know if my transfer or bill payment was entered successfully?

Each time you make a transfer or bill payment, a confirmation SMS Text Message will be sent to your mobile device. If you do not receive a confirmation text message, double check to make sure the transaction went through.

What happens if I lose my mobile device?

Since your account data is not stored on your mobile device, your information cannot be stolen. When you replace your device, simply edit your Mobile Settings and make any changes to the Wireless Provider and/or Phone Number.

Why can't I add a new payee?

Functionality is limited to sending payments to already established payees. To add a new payee, log in to the online banking site, select Bill Payment, and add a new payee. You can then submit payments to that payee via your mobile device.

What happens if I lose communication/signal during a transaction?

When you complete a transaction from your mobile device (bill payment, funds transfer, etc.) you will receive an SMS Text Message as confirmation that the transaction was successful. If you do not receive this message due to a dropped call or lost signal, check your accounts and re-submit any transactions that did not process.

What do I need to do if I get a new phone?

If you simply get a new phone, but are using the same phone number and provider, no changes on your part are necessary. If you switch providers and/or phone numbers, log in to your NetTeller account via the Internet and update your information on the **Options > Mobile Settings** page. You will not receive SMS Text Messages regarding Mobile Banking transactions if your phone number is not correct.

How can I search for a transaction?

You will only be able to view 15 days worth of transaction history on your mobile device. There is not a search feature.

Can I use any mobile device to access my accounts?

Yes. You can access your accounts via any mobile device that is web-enabled and allows secure

SSL traffic. The only difference is that SMS Text messages will be sent to the device entered when enrolling for mobile banking, not any device from which you perform a transaction.

Can I add a new Bill Payment Payee via mobile banking?

No. You can only add payments to payees already established through your traditional Internet-based NetTeller ID.

How do I delete a Bill Payment that I set up through my mobile device?

You must log in to the Internet-based NetTeller ID and delete the payment from the main menu of the Bill Pay module.

When I try to enter an amount for a bill payment or transfer, I can't enter any numbers, only letters. Why?

Check your phone's settings to make sure you don't have Alpha-only enabled on the keypad.