

CSB Carroll / Grip App

Frequently Asked Questions

What does the mobile banking app do?

Our mobile app converges mobile banking, mobile personal financial management (PFM) and mobile bill pay into one simplified app. Our goal is to provide decision support so you can understand your money flow simply and without clutter by allowing you to aggregate all of the accounts you see in Internet banking. We also give you the benefit of adding accounts from external institutions so you can quickly and easily view all your money through one app.

How do I sign up to use mobile banking?

To be eligible, you must be enrolled as a Internet banking user at our institution. Once you download the app from the app store, you'll be able to launch the app, setup your account and begin usage.

What type of phone do I need?

We support devices with iOS 5.0 or above (Apple iPhone) and Android 2.1 or above.

How difficult is initial setup?

Mobile setup is easy. After successfully downloading the app, touch the app icon to get started. Next, follow the on-screen guide by logging in with your Internet Banking credentials. These are the same credentials you use when logging in to Internet Banking on our website. For additional security, you will also be asked to create a four digit passcode. The passcode will be required each time you launch the app.

How much does this app cost?

There is no charge for using the app.

How do I login to mobile banking?

After successfully downloading the app from the app store, launch the app. Next, you will be guided through the initial setup process. At the login screen, use your same Internet banking username and password that you use on our website. You may also be presented with one of your challenge questions. If you cannot remember your Internet banking credentials, or the answer to your challenge question, please contact us at *712-792-4346* and we will guide you through the process.

How do I update the app?

Once you've downloaded the app, you'll be automatically notified of new versions when they become available.

Will I be charged for alerts or messages that come through the app?

No. Alerts and messages will be sent to you via Push Notifications which are messages that are sent to users who have opted in to receive them.

What happens if I change my password in Internet Banking?

If you update or change your password in Internet banking you will be asked to re-authenticate your identity within the app. After successful re-authentication, you may continue app usage.

What is your security policy?

We understand that security is critical and that the success of our institution depends on your privacy. We use a variety of methods to ensure that all data is stored securely in our U.S.-based, world-class Tier-3 data centers. We use the same security measures that we use for Internet Banking. All of our services (including facilities, networking equipment and the servers that host our app) are N+1 redundant. Our data retention and business continuity plans are comprehensive and our employees maintain organization security measures designed to keep your data safe.

Will I receive SPAM because I use this app?

No. All data on the app is stored securely and at no time do we share that information with a third party or another financial institution.

What do you do with my personal information?

We will never sell, rent or loan any personal information that you provide to us.

How can I protect others from using the app on my phone?

Upon initial setup, you will be asked to create a four digit passcode. The passcode will be required each time you launch the app and can be changed in the app's settings.

Who will see my bank information?

You, and only you, will see your bank information. Your information is never shared with a third party or another financial institution.

Is this app safe to use over Wi-Fi?

Yes, the use of our app over Wi-Fi is no different than using it on your phone's data connection. All data is sent over an encrypted Secure Socket Layer (SSL) connection.

What happens if I lose my phone?

We can remotely wipe the app to ensure your data is cleared from the phone. Please contact us at 712-792-4346 if your phone is lost or stolen and you would like to initiate a remote wipe.

Can my friend use my phone and check my balance in the app?

Upon initial setup of the app you will be asked to choose a four digit passcode. This passcode prevents others from being able to launch the app and see your personal banking information.

Who should I contact if I have a question about the app?

Please contact customer service at 712-792-4346 and we'll be happy to assist with any questions you have. You can also find our contact information on the Contact & Locations tab of the app.