

## Online/Mobile Banking FAQ

**Q: What browser do I have to use to view my online banking?**

**A:** You can use Google Chrome, Edge, Firefox or Safari.

**Q: Do I need a different username and password?**

**A:** No. Your current username and password will work on the new online/mobile banking app!

**Q: Will I have to download a new app?**

**A:** Yes. The current app will prompt you to download the new one from the Google Play or App Store.

**Q: How do I log out of the mobile app?**

**A:** You do not have too! You are prompted to enter your password, pin or use Biometrix to log in every time the app is opened.

**Q: How often does my password expire?**

**A:** Passwords will never expire. We recommend you make the password complex since you never have to change it.

**Q: Do I have to enter my password every time I log on to my mobile app?**

**A:** No, you can set up a 4-digit pin, TouchID or FaceID to log into your mobile app.

**Q: How far back can I view transactions?**

**A:** Transactions history is saved from the first day you log into your app!

**Q: How do I get the app on my tablet?**

**A:** Depending on the device, you can download it from Google Play or App Store. You can also visit [www.greenbeltbank.com](http://www.greenbeltbank.com) and log in.

**Q: What is 2 factor authentication?**

**A:** 2 Factor Authentication (2FA) adds another layer of security to your account to make sure only you can sign in. You will receive a verification code via text or phone, once entered you will have full access to your online banking.

**Q: What if I get a new phone number? How do I receive a text message to sign in?**

**A:** You can call the bank and we are able to reset your 2FA or you can log in, click on Settings, then click security and reset your 2FA.

**Q: How do I view my E-statements?**

**A:** Click on any of your accounts, then click Documents. You will be prompted to complete the enrollment form or if you have already enrolled you can view your statements.

**Q: What type of alerts can I receive?**

**A:** Balance Alerts: Set an alert to notify you when your account balance is above or below a certain dollar amount.  
Transaction Alerts: Set an alert to notify you when a credit or debit is over a specific dollar amount

**Q: How do I give my account a nickname?**

**A:** Click on the account you want to rename, then click settings.

**Q: How do I change my username?**

**A:** Click on Settings, then click Security, Click edit next to Change Username (if on mobile device enter password), change name then click save.

**Q: Will my online banking history, bill pay and e-statements transfer to the new online/mobile banking?**

**A:** Yes, all your bill payees, bill pay history, accounts, statements and transfers will move over!

**Q: Do I have to call the bank if I have question?**

**A:** You can chat with employees via your online and mobile banking app. Since you have logged into your online banking we can securely chat about your financial information.

**Q: Can I change the order of my accounts?**

**A:** Yes you can! Within the app, go to the top right corner of the accounts tile and click the arrows pointing up and down. Then drag and drop the accounts. On the website, click the three dots in the top right corner of the accounts tile and click organize accounts. You can click, drag and drop here as well.

**Q: Why are all my account transaction listed together for different accounts?**

**A:** To save you time and view all activity all transactions are available in one location. You can view transactions for individual accounts by clicking on a specific account.

**Q: How do I transfer funds to my GBB&T account from another institution?**

**A:** Click the plus (+) sign to add an account, click set up external transfer, enter your online banking password. Enter the name of the account, routing no, account no and the type of account then click submit. Two small deposits will be sent to the external account. Verify the amounts and you can start to transfer funds. \*Fees may apply

**Q: How do I turn my debit card on and off?**

**A:** Simply click the green toggle button to shut it off and click it again to turn it on. If you do not see the manage cards card, click on the three dots in the top right corner of any card, then click organize dashboard. At the bottom of the box click Add a card then select Manage cards. Click done in top right corner to return to your dashboard.

**Q: Can I raise my debit card limit myself?**

**A:** Currently you are only able to turn your card on and off. We will be announcing a new debit card management program later this year.

**Q: I have a document that contains my social security number, account number and mail address, how can I upload this securely?**

**A:** Once you are logged into your online/mobile banking you can do a secure chat with our staff and upload the document.

**Q: Can I view details about my loan?**

**A:** Click on the loan to view the payment amount, due date, estimated payoff, original loan amount, origination date, maturity date, term and rate.

**Q: Can I view account transactions for my credit card and other financial institutions?**

**A:** You can link other institutions to your Green Belt Bank & Trust online banking and view balances and transaction. \* not all institutions can be linked.

**Q: How can I track my expenses?**

**A:** You can click on a transaction and add a tag, a note or take a photo of your receipt to add to the transaction.