

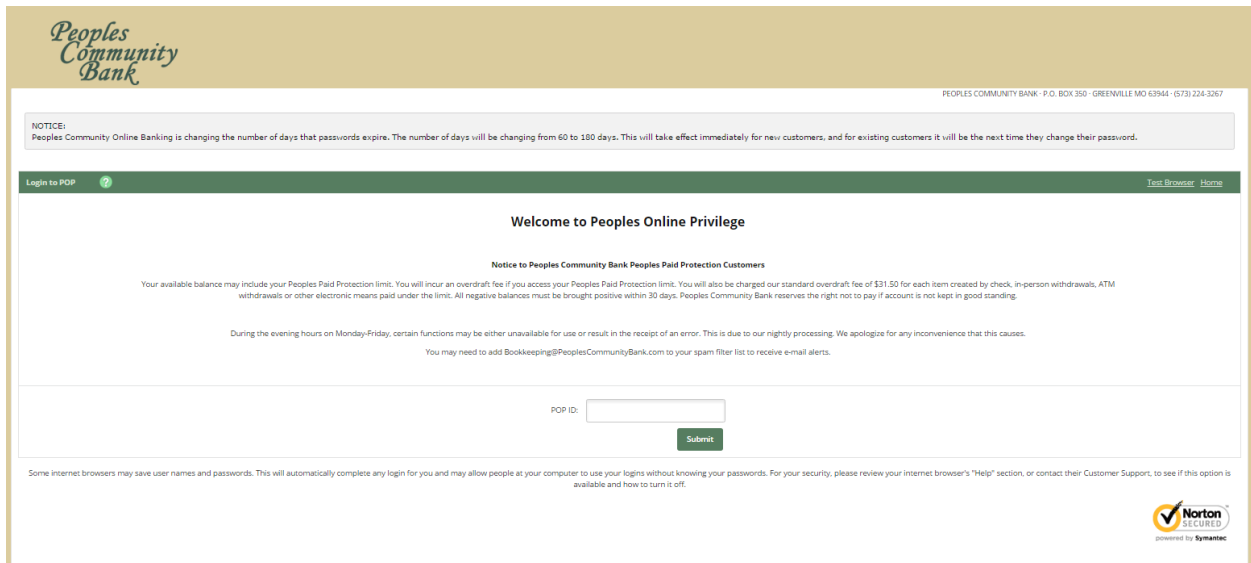
# Mobile Banking User Setup Guide

Sign on our website [www.PeoplesCommunityBank.com](http://www.PeoplesCommunityBank.com)

Click on the green Log On button on the left column.

Enter your NettleID or POP ID and submit.


Enter your PIN or POP Password.



Peoples Community Bank

PEOPLES COMMUNITY BANK - P.O. BOX 350 - GREENVILLE MO 63944 - (573) 224-3267

NOTICE:  
Peoples Community Online Banking is changing the number of days that passwords expire. The number of days will be changing from 60 to 180 days. This will take effect immediately for new customers, and for existing customers it will be the next time they change their password.

Login to POP  Test Browser Home

### Welcome to Peoples Online Privilege

**Notice to Peoples Community Bank Peoples Paid Protection Customers**


Your available balance may include your Peoples Paid Protection limit. You will incur an overdraft fee if you access your Peoples Paid Protection limit. You will also be charged our standard overdraft fee of \$31.50 for each item created by check, in-person withdrawals, ATM withdrawals or other electronic means paid under the limit. All negative balances must be brought positive within 30 days. Peoples Community Bank reserves the right not to pay if account is not kept in good standing.

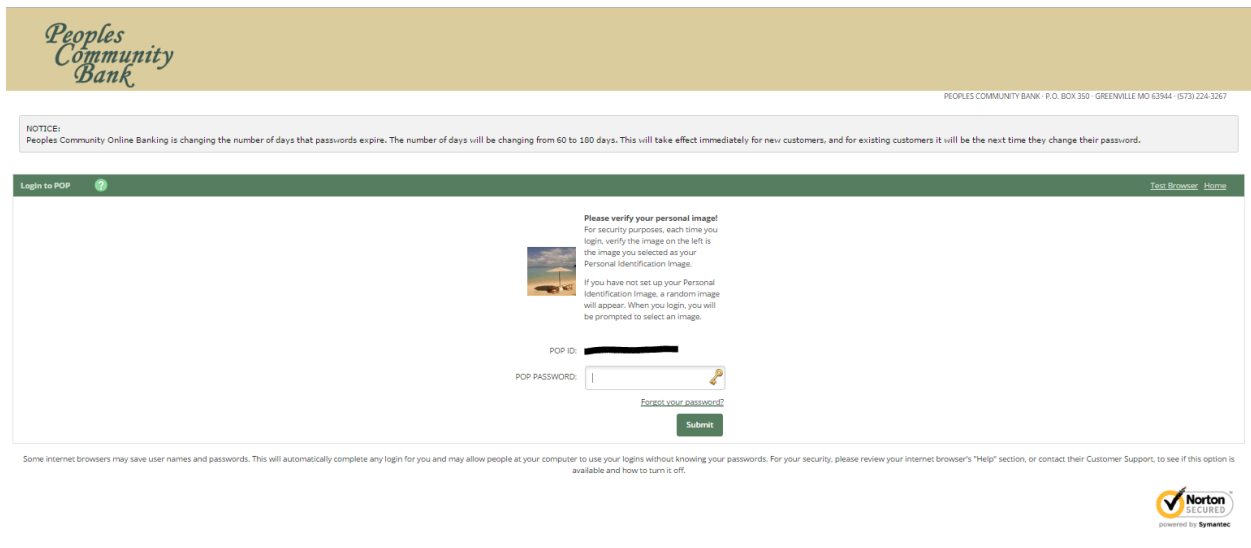
During the evening hours on Monday-Friday, certain functions may be either unavailable for use or result in the receipt of an error. This is due to our nightly processing. We apologize for any inconvenience that this causes.

You may need to add Bookkeeping@PeoplesCommunityBank.com to your spam filter list to receive e-mail alerts.

POP ID:

Some internet browsers may save user names and passwords. This will automatically complete any login for you and may allow people at your computer to use your logins without knowing your passwords. For your security, please review your internet browser's "Help" section, or contact their Customer Support, to see if this option is available and how to turn it off.


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Login to POP  Test Browser Home

**Please verify your personal image!**  
For security purposes, each time you login, verify the image on the left is the image you selected as your Personal Identification Image.




If you have not set up your Personal Identification Image, a random image will appear. When you login, you will be prompted to select an image.

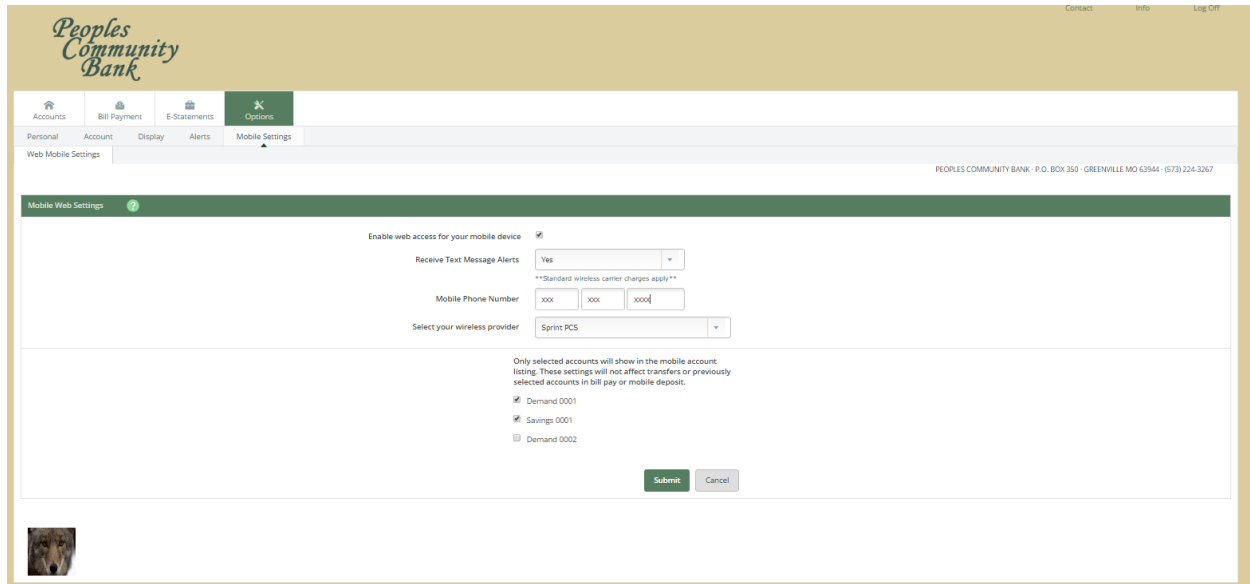
POP ID:

POP PASSWORD:

[Forgot your password?](#)

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The screenshot shows the Peoples Community Bank website interface. At the top left is the bank's logo. The top right corner contains links for 'Contact', 'Info', and 'Log Off'. A navigation bar below the logo includes 'Accounts', 'Bill Payment', 'E-Statements', and 'Options'. Underneath, there are tabs for 'Personal', 'Account', 'Display', 'Alerts', and 'Mobile Settings'. The 'Mobile Settings' tab is active, showing a 'Web Mobile Settings' section. This section includes a checkbox for 'Enable web access for your mobile device', a dropdown for 'Receive Text Message Alerts' (set to 'Yes'), a 'Mobile Phone Number' field with three input boxes, and a dropdown for 'Select your wireless provider' (set to 'Sprint PCS'). Below these fields is a note: 'Only selected accounts will show in the mobile account listing. These settings will not affect transfers or previously selected accounts in bill pay or mobile deposit.' There are three checkboxes for account selection: 'Demand 0001' (checked), 'Savings 0001' (checked), and 'Demand 0002' (unchecked). At the bottom right of the form are 'Submit' and 'Cancel' buttons. A small dog icon is visible in the bottom left corner of the page.

Select Options > Mobile Settings > Web Mobile Banking

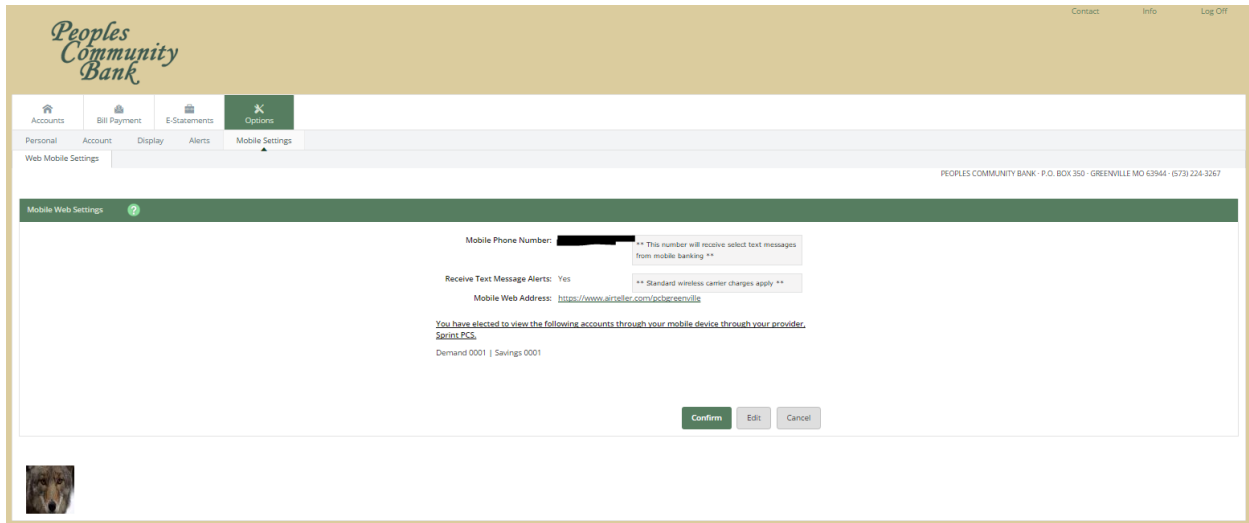
Enable web access for your mobile device by check marking the box provided.

Next choose Yes or No to receive text message alerts.

Next, enter your mobile phone number.

Next select your wireless provider.

Next select the accounts you wish to access from your mobile device and then click Submit.



Review the information and check the box under the Terms and Agreement. If the information is not correct you may click Edit, but if correct click the Confirm button.

You will see an information message that a confirmation text message has been sent to your mobile device (xxx) xxx-xxxx and the settings have been successfully saved.

Log off our Peoples Community Bank website.

Next, on your mobile device find and install our Peoples Community Mobile Banking App through your App store. The App icon will look like this 

Sign into our Peoples Community Mobile Banking App with your Netteller ID or POP ID and then enter your password.

Confirm and Accept to the Terms and Conditions Agreement.

Next, you will see a Help screen.

Finally, you may press on the Home or Menu button on the top left corner of the display and you have completed the setup process.

Great Job!!!

# Frequently Asked Questions

## Mobile Web

**Q. What type of phone must I have to use mobile banking?**

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

**Q. What functions can I perform from my mobile device?**

**A.** 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 locations/ATMs
- ! View alerts

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

**A.** If you selected to receive text alerts, each time you make a transfer or bill payment a confirmation Text Message is sent to your mobile device. If you do not receive a confirmation text message, double check to make sure the transaction went through via traditional NetTeller.

**Q. What if I no longer want to be a mobile user?**

**A.** Log in to your financial institution's online banking site and select Options > Mobile Settings. Then deselect Activate Mobile Banking Access and click Agree.

**Q. What happens if I lose my mobile device?**

**A.** 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 in NetTeller and make any changes to the Wireless Provider and/or Phone Number.

**Q. Why can't I add a new Bill Payment payee?**

**A.** Bill Payment 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.

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

**A.** When you complete a transaction from your mobile device (bill payment, funds transfer, etc.) you receive a text message as confirmation that the transaction was successful. If you do not receive this message, or you did not select text alerts during enrollment, check your accounts and re-submit any transactions that did not process.

**Q. What do I need to do if I get a new phone?**

**A.** If you simply get a new phone but keep the same phone number and provider, no changes on your part are necessary. If you switch providers and/or phone numbers, log in to traditional NetTeller and

update your information on the Options > Mobile Settings page. You will not receive text messages regarding Mobile Banking transactions if your phone number and carrier are not correct.

**Q. Can I use any mobile device to access my accounts?**

**A.** Yes. You can access your accounts via any mobile device that is web-enabled and allows secure SSL traffic. The only difference is that text messages are sent to the phone number entered when enrolling for mobile banking, not necessarily the device from which you perform a transaction.

**Q. How do I delete a bill payment that I set up through my mobile device?**

**A.** You must log in to traditional NetTeller ID and delete the payment from the main menu of the Bill Pay module.

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

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

**Q. What if I can't get my mobile device to work with goDough Mobile Banking?**

**A.** To use mobile banking, your phone must meet the following minimum requirements:

1. Your mobile device must be web enabled.
2. Your mobile network must allow secure SSL traffic. You may need to contact your mobile provider to determine this.