

Mobile App FAQ's

1. Will I need to re-download the new Mobile App?

If you have an iPhone and your options are set to automatically update your applications, you will not need to do anything. If you have an Android or an iPhone that isn't set to automatically update, you will need to visit the App Store or Google Play to download the new Mobile App.

2. What devices will support the new mobile app?

The Mobile App can be downloaded onto iPhone, iPad, Android Phone, Android Tablets and Smart Watches.

3. Where do I go to download the Mobile App?

You can search for "The Cecilian Bank Mobile App" in the App Store for Apple devices or Google Play for Android. You can also find through the QR codes.

4. Will I create a new username and password for my Mobile App?

No. You will need to use your Online Banking username and password.

5. What if I have forgotten my username or password?

You can reset your password in the mobile app by clicking the Forgot Password and/or Forgot Username link on the login page, or you can visit our website www.thececilianbank.com and follow the steps for Forgot Username and/or Forgot Password in the Online Banking access section. Once you reset your credentials in Online Banking, your Mobile App credentials will be reset as well. If you have changed your password or username within online banking, and you have either PIN or thumbprint enabled login on the mobile app, you will need to re-authenticate by signing in with your new username and password.

6. What will I need in order to register for the Mobile App?

Once you download the Mobile App to your device, you will login with the same credentials as your Online Banking, this ensures your account information is transferred correctly.

7. What if I am a new user and don't have online banking, can I enroll through the mobile app?

Yes. Select the New User link on the login screen and follow the prompts. Once the request is approved by our team, you will receive an invite email to complete the process. This process will work the same as it does currently through Online Banking.

8. What do I do if I am having trouble logging in for the first time?

If you are certain you are entering the correct information, please call a Customer Support Specialist at 270-982-4822 for assistance.

9. How do I enable an alternative login feature?

Once logged in, select your profile and navigate to the Security tab and Login Options. Here you will have the option to set a PIN login, Auto-Login, or TouchID.

10. Will my login credentials expire?

Yes. Login credentials will expire every 90 days, but the password can be reset within the Mobile App.

Mobile App FAQ's

11. Do we have to login to the App every time?

No. There is a feature of the Mobile App called Auto Login, which allows you to securely see balances and recent history without signing in. If you need to perform any other functions, you will be required to login. We recommend that you have (or add) a password to your mobile device if you enable this feature for additional security.

12. What if I forget my PIN?

Simply select the Username login under the Sign In box, accept the disable login, and then follow the prompts.

13. Can I cancel a transfer? How long before I can't cancel?

Once a transfer request for the current date is submitted, it cannot be cancelled. If you have created a transfer for a future date, it can be cancelled. Under the Scheduled box, select the transfer you wish to cancel and click delete the transfer. If your savings account has six withdraws in the current month, an online transfer cannot be made. Please call the Customer Support Center at 270-982-4822 or go to your nearest Banking Center to make additional transfers. Online Transfers are subject to the Excess Item fees as listed on the current Truth in Savings disclosure.

14. Can I set reoccurring transfers?

Yes. You will be able to set up reoccurring transfers within the Mobile App.

15. If I open a new account will it be added to the mobile app automatically?

If your new account is enrolled in Online Banking and you are the single, primary, or secondary owner then you will not need to do anything to set up the account within your Mobile App. The new account will be viewable the next business day.

16. Does it cost anything to download the app?

No. The Cecilian Bank Mobile App is free and can be found in the App Store for Apple devices or Google Play for Android.

17. Can I use the Mobile App to pay bills?

Yes. You can use the Mobile App to pay bills and add/manage payees. You can also add Pay From accounts.

18. Do I need to be the primary account holder in order to use the Mobile App?

No. As long as you are listed as single, primary, or secondary on the account you will be able to register.

19. How do I securely logout of the Mobile App?

Select the bottom left hamburger icon (3 horizontal lines) and click 'Log Out'.

20. Will my Mobile Banking App account be deactivated due to a lack of use?

If your Mobile App or Online Banking is not accessed for 120 consecutive days then your Mobile App and Online Banking profile will be restricted and then deleted after 180 days.

21. How can I change my Password or Username?

Mobile App FAQ's

When logged into the Mobile App, visit your Profile, select Security and select either Change Password/Change Username.

22. Can I receive text alerts through the Mobile App?

Text alerts are not currently available within the Mobile App; however you can send and receive secure messages with our team from the messaging section within the Mobile App. Email alerts are also available.

23. I am a signer on another account and it shows up on my App. I don't want it on there, how can I remove that account?

You cannot remove these accounts within the Mobile App but you can hide them from appearing in your account listing. In the Mobile App, visit your profile, select Preferences, and select Hide Accounts. If you would like to remove an account permanently from your Mobile App, please call a Customer Support Specialist at 270-982-4822.