DIGITAL BANKING TOOLS

Your Online Banking ID _____

Download the App

With your device, scan the QR code provided, or visit the Apple App Store or Google Play Store and search for Wilson Bank & Trust.

Mobile and Online Banking Features

See Balances and View Account(s)	✓
Transfer Money	✓
Deposit Checks**	✓
Make a Payment	✓
View and Print E-Statements	✓
Set Up and Manage Alerts	✓
Find an Office/ATM	✓
Manage Debit Cards	✓
Touch ID/Facial Recognition Login	✓
Manage Settings	✓
Send or Request Money with Zelle	✓
Direct Message for Support	✓
Manage Travel Alerts	✓
Set Up Card Controls	✓

*Wireless carrier data rates may apply.
**Mobile banking only

Initial Setup and Online Changes

Mobile App Enrollment

- **Open** the app, then select Enroll Now
- **Complete** the on-screen enrollment questions, then select Next
- **Enter** the Verification Code sent to your phone
- **Review** and accept the User Agreement
- **Create** Username and Password, then select Next
- **Create** 4-digit passcode, which is used to access the app instead of password

Online Banking Enrollment

- **Visit** WBT Website, then select Enroll Now
- **Complete** the on-screen enrollment questions
- **Enter** the Verification Code
- **Review** and accept the User Agreement

Enroll in and Make a Mobile Deposit

Mobile
- **Log In** to WBT Mobile App
- **Select** Deposit Checks from Menu
- **Complete** enrollment and accept the terms

Desktop
- **Visit** WBT Website
- **Select** Remote Deposits from Menu
- **Select** desired account(s), then select Enroll

Deposits may only be made via WBT Mobile App.

Deposit a Check
- **Log In** to WBT Mobile App
- **Select** Deposit Checks from Menu
- **Press** Deposit a Check
- **Enter** the check amount and click continue
- **Select** the deposit account
- **Follow** prompts to take a photo of front and back of check, being sure to endorse the check as indicated

Enroll in E-Statements

- **Log In** to WBT Mobile App or Online Banking
- **Select** Account
- **Select** E-Statements
- **Select** Details to specify which accounts you would like to enroll in electronic statements, otherwise all accounts will be enrolled
- **Review** email address and update if needed
- **Review** the terms and conditions and agree where indicated (required to complete enrollment)
- **Select** Enroll Now

Enroll in Bill Pay

- **Log in** to Online Banking
- **Select** Payments from Menu
- **Select** Enroll

Transfer Money

Internal Transfers
Between your accounts at WBT
- **Log In** to WBT Mobile App or Online Banking
- **Select** Transfers from Menu
- **Select** Make a Transfer
- **Complete** the Transfer Information and Submit

External Transfers
Between your WBT account & your account with another financial institution
- **Log In** to WBT Mobile App or Online Banking
- **Select** Accounts from Menu
- **Press** +
- **Select** Make external transfers
- **Enter** your password and select Submit
- **Create** an account name
- **Enter** the routing and account number for the account as well as account type, then select Submit
- **Monitor** your external account for amounts of two test deposits (may take 3–5 days)
- **Log In** to WBT Mobile App or Online Banking when you have the test deposit amounts
- **Select** Settings from Menu
- **Select** External transfer and the name of your pending external account
- **Enter** the amounts of the test deposits as indicated on the screen
- **Select** Confirm

Following your external account setup, initiating a transfer may be completed by following the "Internal Transfers" steps detailed above.

Add a Bill Pay Payee

- **Log In** to WBT Mobile App or Online Banking
- **Select** Payments from Menu
- **Select** the + icon next to Payees
- **Provide** your Password to verify your login
- **Select** the Person or Company icon from Add Payee
- **Complete** Payee information and Submit

Make a Payment

- **Log In** to WBT Mobile App or Online Banking
- **Select** Payments from Menu
- **Select** Make a Payment
- **Select** Payee from list
- **Complete** payment amount
- **Select** More Options, if desired
- **Select** Submit

View E-Statements and Documents

- **Log In** to WBT Mobile App or Online Banking
- **Select** the Account you need statements for
- **Select** E-Statements

Enroll in Zelle®

- **Log In** to WBT Mobile App or Online Banking
- **Select** Send Money with Zelle®
- **Review** the terms and conditions and accept
- **Select** phone number or email on file or add a new one
- **Select** a primary account to send and receive money
- **Enter** the 6-digit code sent to your phone or email

Send or Request Money with Zelle®

- **Log In** to WBT Mobile App or Online Banking
- **Select** Send Money with Zelle® from Menu
- **Select** Send Money
- **Select** Send or Request
- **Add** recipient and amount to send
- **Select** Review
- **Select** Send or Request
- **Select** Done

Manage Your Cards

Suspend or Block Card

- **Log In** to WBT Mobile App or Online Banking
- **From** the Dashboard, scroll down to Card Management
- **Select** the card you wish to suspend
- **Turn** the button on

If you suspect your card is lost or stolen, call or visit your nearest WBT office for replacement.

Reactivate Suspended Card

- **Log In** to WBT Mobile App or Online Banking
- **From** the Dashboard, scroll down to Card Management
- **Select** the card you wish to un-suspend
- **Turn** the button on

Setup Additional Card Alerts and Protections
Receive customized alerts about your card, set spending limits and more.

- **Log In** to WBT Mobile App or Online Banking
- **Select** the Account that is attached to the card you wish to receive customized alerts for
- **From** the Dashboard, scroll down to Card Management
- **Select** Alerts and Protections
- **Select** the protection you wish to activate
  - Manage Travel Alerts
  - Download to Digital Wallet

Apps to Make Your Financial Life Easier

- Mobile Payment Solutions
- Apple Pay®
- Masterpass™
- Google Pay™
- Samsung Pay™

Security Setup

Set Up Touch ID or Facial Recognition

- **Log In** to WBT Mobile App or Online Banking

NOTE: If this is your first time logging in to the app, you will be prompted to set up a passcode and Touch ID/facial recognition login. If not, continue below.

- **Select** Menu
- **Select** your name at the bottom of the menu, then Settings
- **Apple Users: Select** Security and select the button next to Face ID and follow on-screen prompts

  Android Users: Select Security and select the gray button next to Biometric Sign-In and follow on-screen prompts

Change Username (optional)

- **Log In** to WBT Mobile App or Online Banking and select Menu
- **Select** your name at the bottom of the menu, then Settings
- **Select** Security, then Change Username
- **Enter** your password and username
- **Select** Save

Change Password

- **Log In** to WBT Mobile App or Online Banking and select Menu
- **Select** your name at the bottom of the menu, then Settings
- **Select** Security, then Change Password
- **Enter** Current Password
- **Enter** New Password
- **Select** Save

Security Features

- Biometric authentication on WBT Mobile App – facial recognition, fingerprint recognition
- Two-factor authentication for Online and Mobile Banking
- WBT Mobile App features latest security features for communicating from app to servers, keeping your data safe
- Manage your debit and credit cards in real time – turn them off if lost or stolen, get real-time alerts, and more

Contact Us

Customer Solutions Center

Call 844-928-2265

Desktop

Visit wilsonbank.com and select Contact Us

Mobile

- **Log In** to WBT Mobile App
- **Select** Support from Menu
- **Select** Start a Conversation or Call Us

WILSON Bank & Trust

Middle Tennessee's Community Bank™

Member FDIC

EQUAL HOUSING LENDER