



Mobile Banking Frequently Asked Questions

How do I get the mobile application for iPhone?

iPhone users must first delete the existing mobile application. Then go to the Apple AppStore and search Altabank. Download the new app. Your current username and password will remain the same.

How do I get the mobile application for Android?

Android users must first delete the existing mobile application. Then go to the Google Play store and search Altabank. Download the new app. Your current username and password will remain the same.

Will I need to delete the mobile app each time there is an update in the future?

No, you will be prompted to update to new versions as they become available in the future.

I use biometrics (Face ID, thumbprint) to log in to the mobile app. Will I still be able to do so?

When first logging into the upgraded mobile app you will need to use your username and password. Once you have logged in you can reactivate biometrics. If you cannot remember your username or password, please call Customer Care at 1-800-815-2265.

How do I know if my mobile device is compatible with mobile banking?

Mobile banking supports iPhone and iPad devices running iOS 16 or newer, and Android devices running version 8.0 or newer. It is recommended you keep your mobile device current with the latest operating system for the best performance and security.

Do I need to re-enroll in mobile check deposit?

No. You will continue to have access to mobile check deposit through the updated mobile app.

How do I enroll in mobile check deposit?

In the mobile app select "Deposit Checks" and enroll. Once done mobile check deposit will be available.

How do I log out of the mobile banking app?

Open the main menu on the left side of the screen. Click on your name at the bottom and select "Sign Out."