



## Mobile Banking Enrollment Procedures

To enroll an Apple or Android mobile device:

1. Go to the Android Marketplace or the Apple App Store and search for Seacoast National Bank.
2. Download the free application.
3. Log in to the application using your Personal Online Banking User ID and Password. You will also be asked to answer 2 of the challenge questions you set up when you enrolled in online banking.

To enroll a mobile device with a web browser:

1. Go to [m.SeacoastNational.com](http://m.SeacoastNational.com)
2. Log in to the application using your Personal Online Banking User ID and Password. You will also be asked to answer 2 of the challenge questions you set up when you enrolled in online banking.
3. If you are using a Blackberry that is compatible with our application you will be prompted to download the Blackberry app.

To enroll in Text Banking:

1. Log on to Personal Online Banking
2. Access Manage Mobile Banking Settings from the Accounts Overview page or the Customer Service tab.
3. Follow the on screen instructions.
4. The activation process for SMS Text Messaging starts with the confirmation text message. You will be asked to reply to the message with the activation code. A reply message is sent to you indicating success. The phone is now activated.

## Frequently Asked Questions

### [What is Seacoast National Bank Mobile Banking?](#)

Mobile banking gives you access to your accounts from your mobile web browser or a downloadable mobile banking application, depending on your preference and your phone capabilities. Both options allow you to: view account balances, search recent account activity, transfer funds, and find nearest ATM or branch locations.

### [How much does this service cost?](#)

There is no charge associated with the service. However, there may be charges associated with text messaging and data usage on your phone. Check with your wireless phone carrier for more information.

### [Is it secure?](#)

Yes, the mobile banking service utilizes best practices from online banking, such as HTTPS, 128-bit SSL encryption, PIN, or password access and application time-out when your phone is not in use. Only the phones that you personally enroll in the service can access your accounts. In addition, no account data is ever stored on your phone. In the event your phone is lost or stolen, the service can be immediately disabled by either going online to the Mobile Banking enrollment website or calling Seacoast National Bank at 800.706.9991.

### [Which wireless carriers are supported?](#)

We support all the popular US wireless phone carriers, including AT&T, Sprint, T-Mobile, and Verizon.

### [Do I need a text message or data plan?](#)

Yes, a text messaging and/or data plan is typically needed, as data usage can become expensive without them. Please check with your wireless carrier for more information.

### [I'm not enrolled for online banking. Can I still use this?](#)

You must first enable your bank account(s) for Personal Online Banking before using mobile.

### [What is Activation?](#)

Activation is a one-time process that enrolls your phone for text banking. After you enroll a phone, you will receive an activation code which will be required to begin using Text Banking on your device. We recommend you print your activation code and installation instructions for easy reference during installation.

### [How do I access Mobile Banking on my phone's browser?](#)

You can visit our mobile site at any time at <http://m.SeacoastNational.com>. We recommend you bookmark this site for easy access in the future.

### [How do I optimize my mobile web experience?](#)

Ensure your phone's browser has cookies enabled. In addition, enable stylesheets for the best viewing experience.

### [How do I navigate Mobile Banking links with my phone's browser?](#)

There are two easy ways to navigate links. You can either click on the link or enter the associated "accelerator key" number. Just type the number to quickly navigate to the link's destination. Accelerator key numbers appear next to many, but not all of the content links.

### [Is Mobile Banking supported on my phone?](#)

Mobile Banking is supported on most phones that support cookies and have a mobile web browser visit -- <http://m.SeacoastNational.com>. In addition, the downloadable application (available from the Android Marketplace or Apple App Store) is supported on many smartphones including: iPhone and Androids. An Application for your Blackberry can be found by entering the mobile web URL (<http://m.SeacoastNational.com>) in your Blackberry's browser.

### [Can I download the app from my app store?](#)

Yes. You can download the app from Android Marketplace or Apple App Store.

### [What is Seacoast National Bank Text Banking?](#)

Text banking gives you access to your accounts via text (SMS) messages on your phone. It's a fast, easy way to look up account balances or recent account history by sending a text command to a shortcode.

### [What is Seacoast National Bank shortcode?](#)

All text messages should be sent to **79680**

### [Can I use both Text Banking and Mobile Banking on my phone?](#)

Yes. Simply enroll for both Text Banking and Mobile Banking to enable this.

### [Is Text Banking supported on my phone?](#)

Text Banking will work on any text message (SMS) capable phone from one of our supported carriers.

### [Will I receive unsolicited text messages?](#)

No. You will only receive messages when you specifically request them with one of the Text Banking commands or if you subscribe to Mobile Alerts.

### [What are the Text Banking commands?](#)

<b>FUNCTION</b>	<b>COMMAND</b>	<b>DESCRIPTION</b>
Balance	B	Summary of available balances for all accounts
Transfer	T	Transfer funds between your accounts.
History	H	Summary of recent transactions per account
Command	C	List of available Text Banking commands
Help	HE	Help content for Text Banking
Login	L	Receive a URL for the Seacoast National Bank Mobile Browser website
Recover	R	Receive a URL and new activation code for the Seacoast National Bank Mobile Browser web site
Stop	S	De-activate all Seacoast National Bank text services

NOTE: You can check for additional available commands by activating your phone and sending C to 79680.

### [I enrolled my phone number but did not receive a text message. What should I do?](#)

Typically you should receive a text message within a few minutes after enrolling, however sometimes mobile carriers experience delays which slow down text message delivery. While waiting, make sure your phone has wireless signal. In addition, be sure you entered the correct phone number on the enrollment site. If you still do not receive it, contact your wireless carrier to be sure text messaging is enabled on your phone.

### [I received an activation code but never used it. What do I do now?](#)

Activation codes expire after usually 24 hours. If you need a new activation code,

return to the Mobile Banking enrollment site within Personal Online Banking and request a new activation code.

[What happens if I get a new phone or change phone numbers?](#)

If you get a new phone or change phone numbers, be sure to return to Seacoast's Online Banking website and update your phone profile in the Mobile Banking Center. We recommend removing your old phone and re-enrolling your new phone.

[Can I use Mobile Banking or Text Banking on more than one phone?](#)

Yes. Simply enroll another phone number.

[What if my device is lost or stolen?](#)

If you are concerned about misuse of your phone, contact your mobile service provider immediately to stop all wireless service. Additionally, sign on to online banking and disable or remove your phone. Call us at 1-800-706-9991.