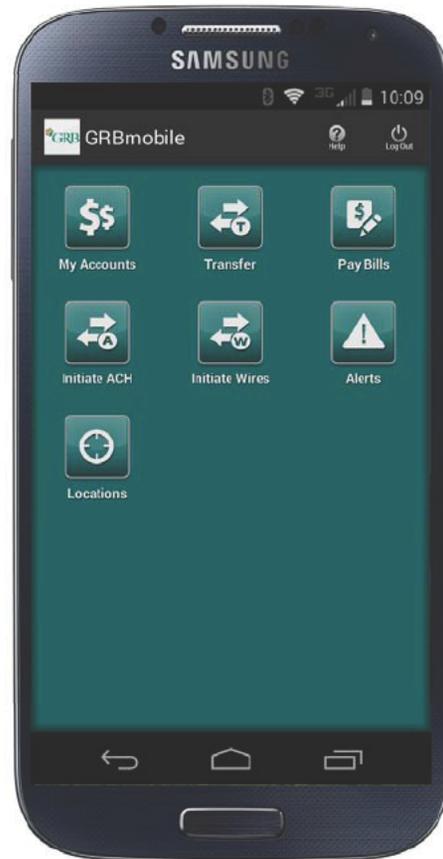
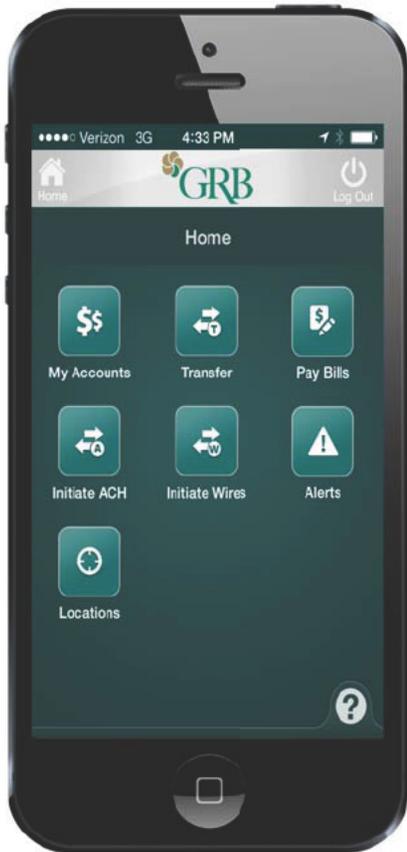


GRBmobile

iPhone/Android App User Guide

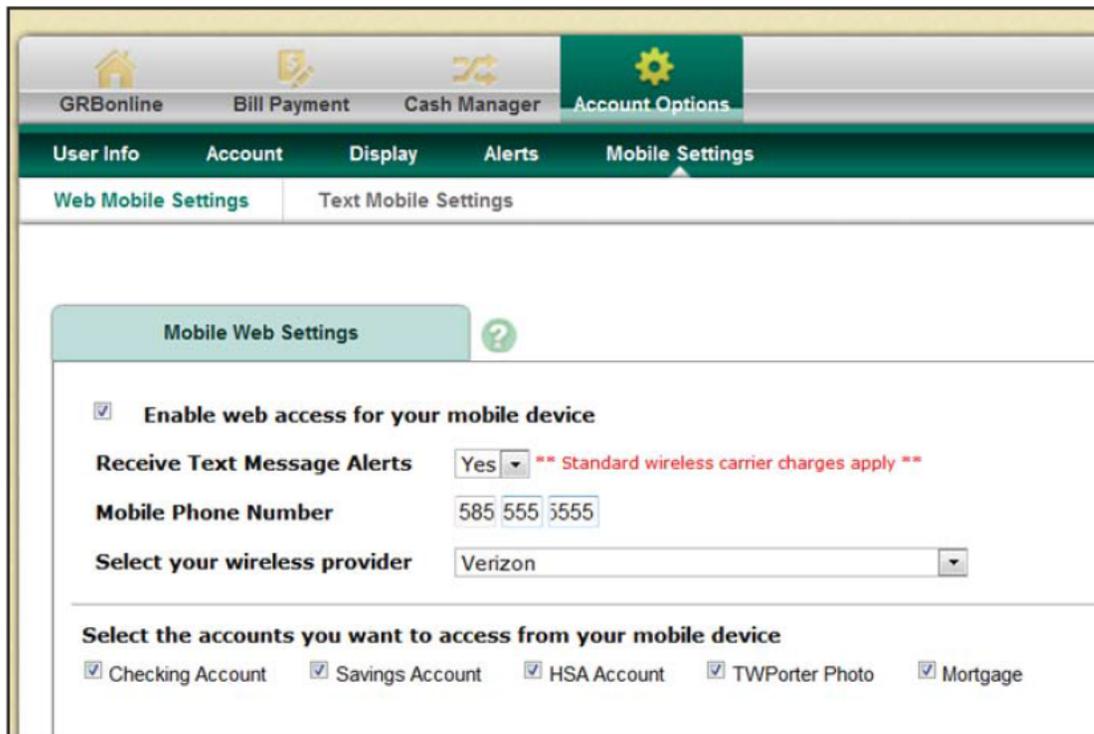


Contents

- 1 Enroll
- 2 Log on
- 3 View account balances
- 4 Transfer funds
- 6 Pay bills
- 9 Manage cards
- 10 Review alerts
- 11 Locations
- 12 GRBmobile for Business - ACH initiation
- 14 GRBmobile for Business - Wire initiation

Enroll

1. Login to *GRBonline*
2. Go to **Account Options > Mobile Settings > Web Mobile Settings**
3. **Complete the following fields:** Checkbox to enable; Receive text message alerts; Mobile number; Wireless provider; the accounts you want to access from your mobile device. Click **Submit**.
4. Go to the **Apple App Store** or **Google Play**, search “Genesee Regional Bank” or “grbmobile”; download and install the app



The screenshot shows the GRBonline web interface. The top navigation bar includes icons for Home, Bill Payment, Cash Manager, and Account Options. Below this, a secondary navigation bar lists User Info, Account, Display, Alerts, and Mobile Settings. Under Mobile Settings, there are two tabs: Web Mobile Settings (selected) and Text Mobile Settings. The main content area is titled 'Mobile Web Settings' and contains the following fields:

- Enable web access for your mobile device**
- Receive Text Message Alerts:** A dropdown menu set to 'Yes' with a red note: **** Standard wireless carrier charges apply ****
- Mobile Phone Number:** Input fields containing '585 555 3555'
- Select your wireless provider:** A dropdown menu set to 'Verizon'
- Select the accounts you want to access from your mobile device:** A row of checkboxes for 'Checking Account', 'Savings Account', 'HSA Account', 'TWPorter Photo', and 'Mortgage', all of which are checked.

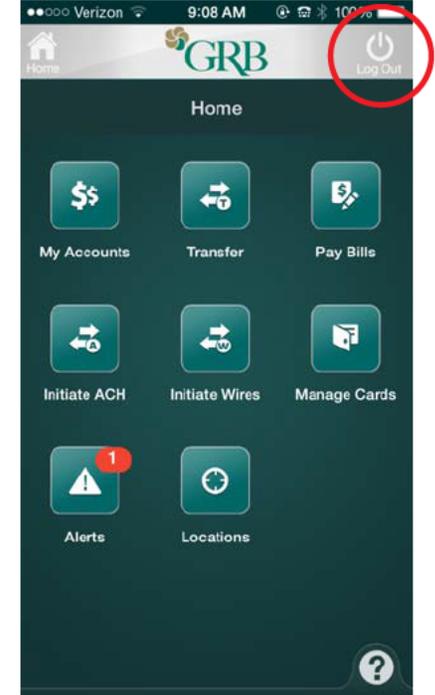
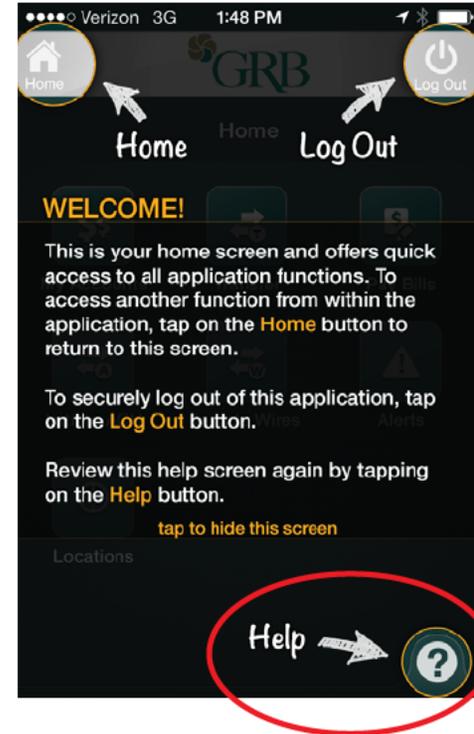
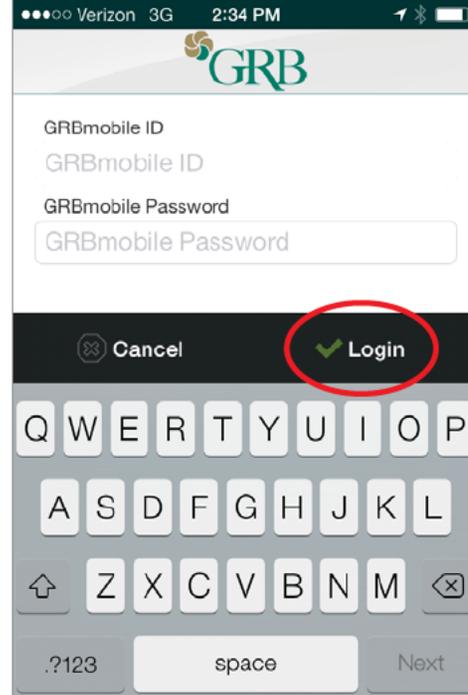


If you add an account to online banking after you set up mobile access, you will need to log in and enroll that account specifically; it is not automatically accessible on *GRBmobile*.

Log on to GRBmobile

1. Touch **Login** and type in **GRBonline ID and password**, then **Login**
2. The welcome screen explains the Home, Log Out, and Help functions. Touch the **?** in the lower right corner on any screen to return to this message.
3. The green Home screen has icons for the different mobile banking options

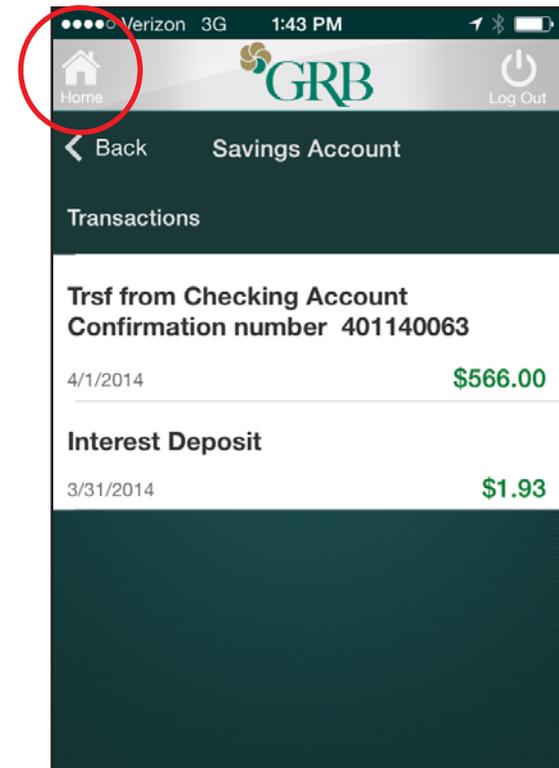
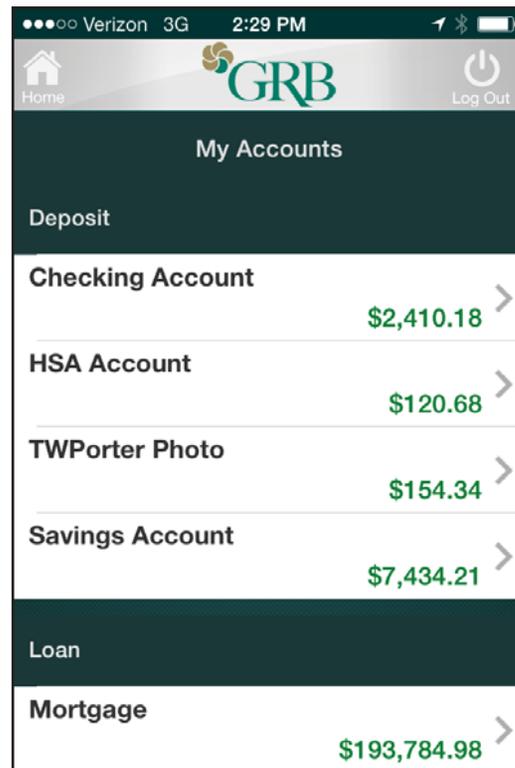
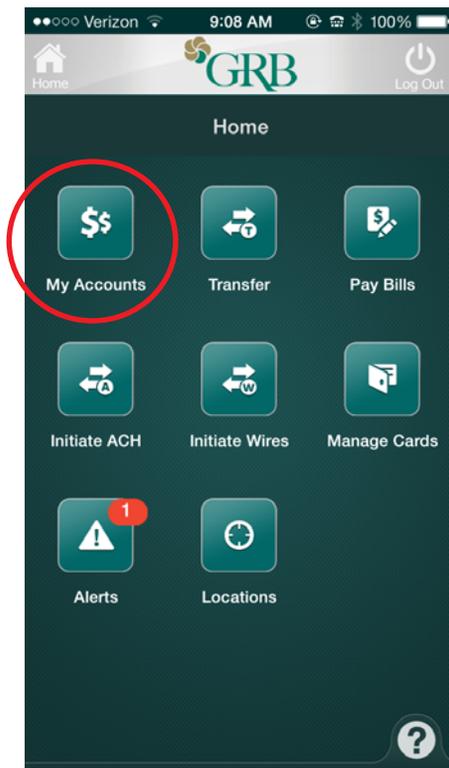
Your GRBmobile login is the same as your GRBonline login.



We recommend logging out after each session. Touch the **Log Out** icon and **Yes** to confirm.

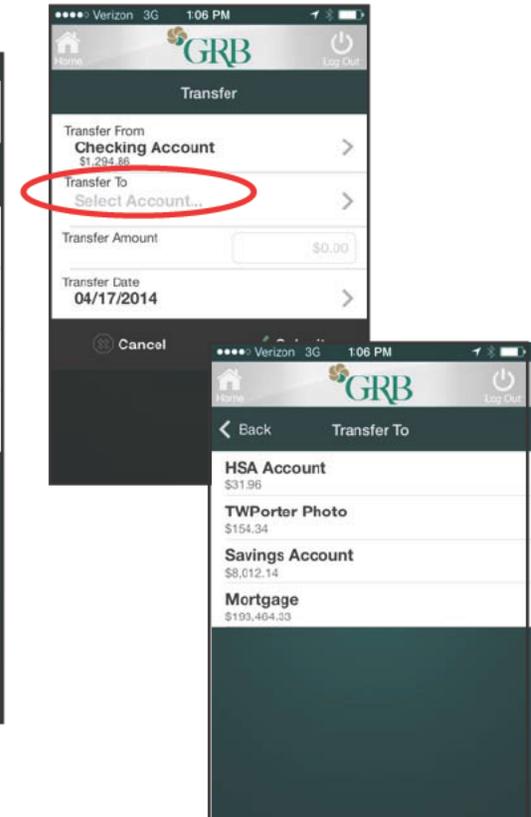
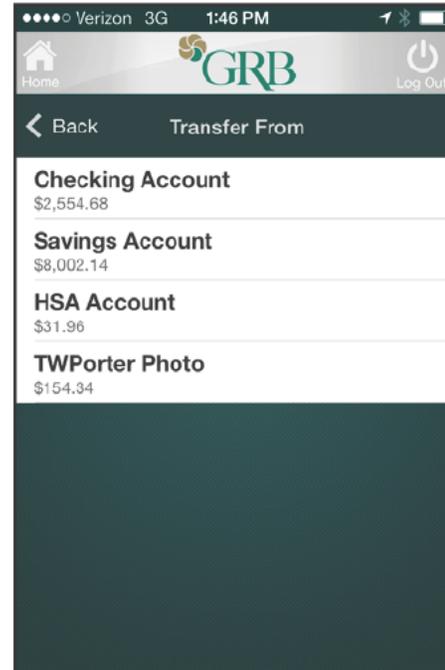
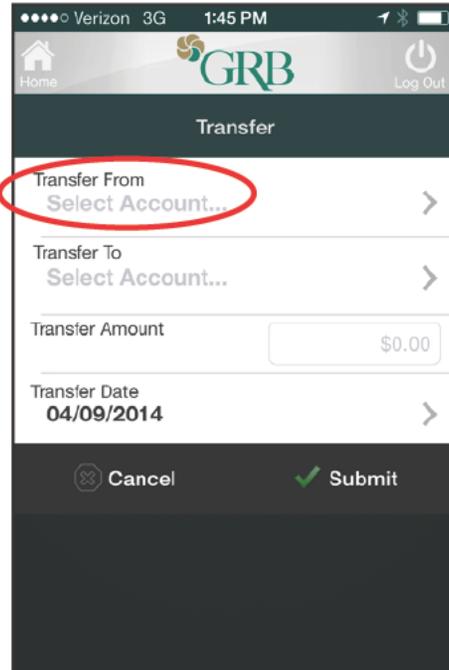
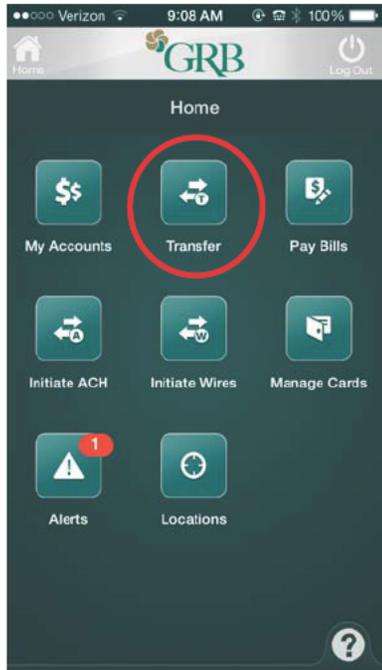
View account balances

1. To see listing of accounts, touch the **My Accounts** icon on the home screen
2. Touch an account to bring up a list of the most recent transactions
3. Return to the home screen by touching the **Home** icon at the top of the screen



Transfer funds

1. Touch the **Transfer** icon on the home screen
2. Touch **Transfer From** and select the account
3. Touch **Transfer To** and select the account

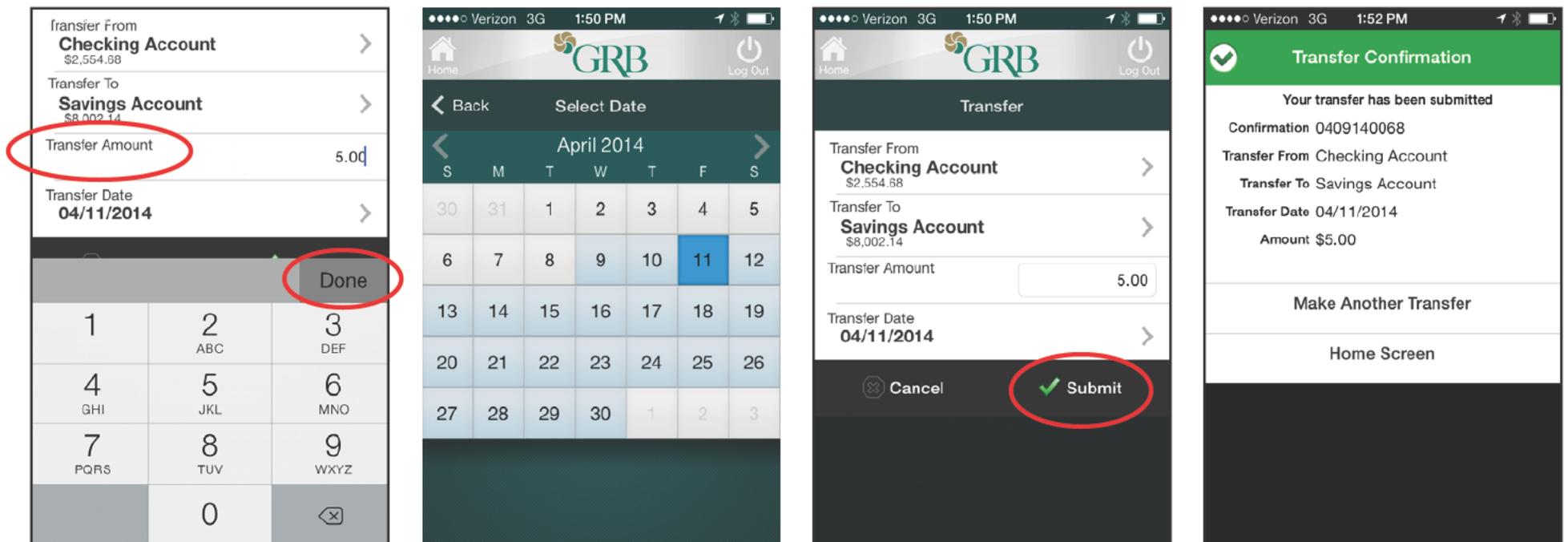


You must have the transfer capability in GRB*online* to use this feature in GRB*mobile*.

If there are insufficient funds in your account to process your request, we will notify you via email.

Transfer funds (con't.)

4. Touch **Transfer Amount** and type in the amount to transfer; touch **Done**
5. Bring up the calendar by touching **Transfer Date** and select the date of the transfer
6. Review the confirmation, touch **Submit** or **Cancel** to make any changes
7. Touch **Home Screen** to return to the menu
8. To change or delete pending transfers, log onto *GRBonline*

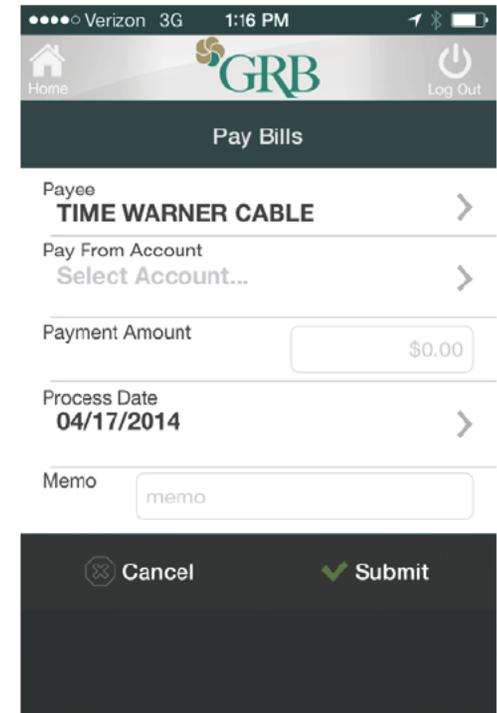
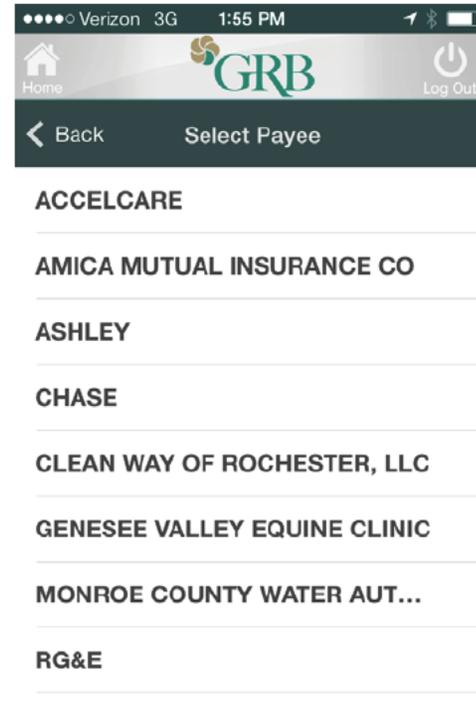
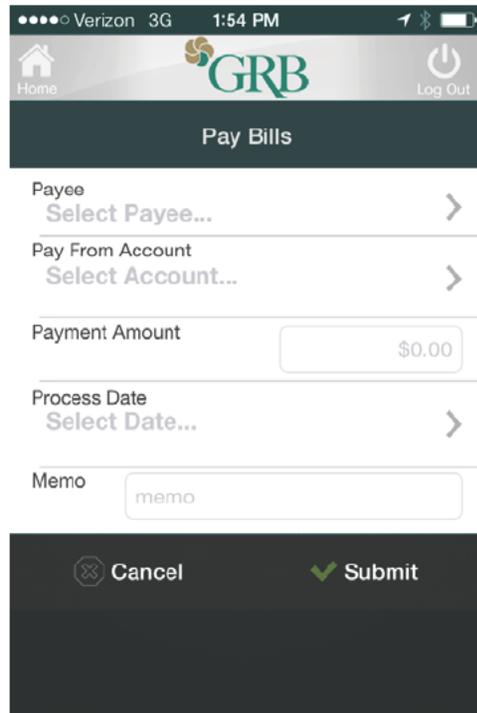
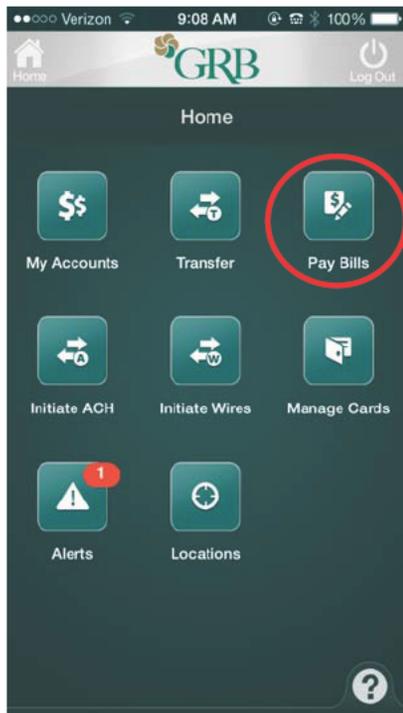


You must have the transfer capability in *GRBonline* to use this feature in *GRBmobile*.

If there are insufficient funds in your account to process your request, we will notify you via email.

Pay bills

1. Touch the **Pay Bills** icon on the home screen
2. Touch **Payee** to bring up a list of accounts linked to Bill Pay and select one
3. Touch **Pay From Account** to see the available accounts and select one

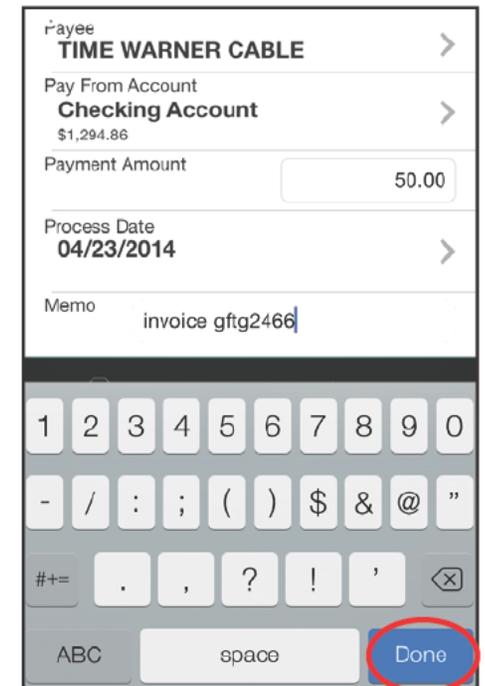
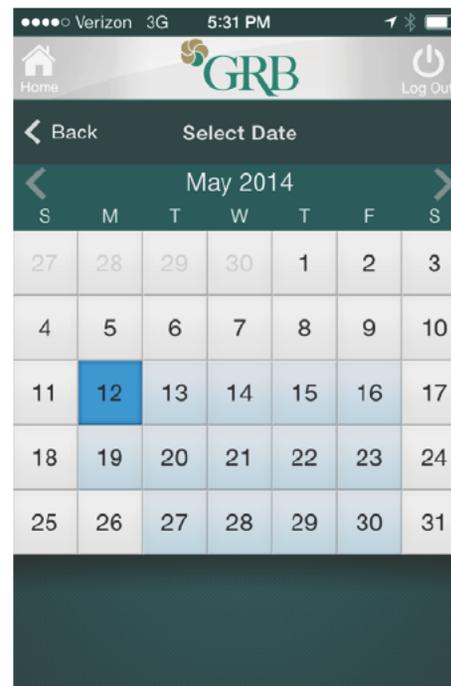
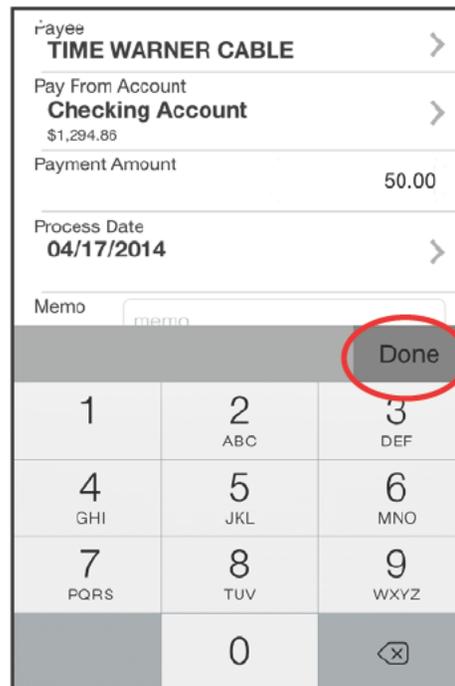
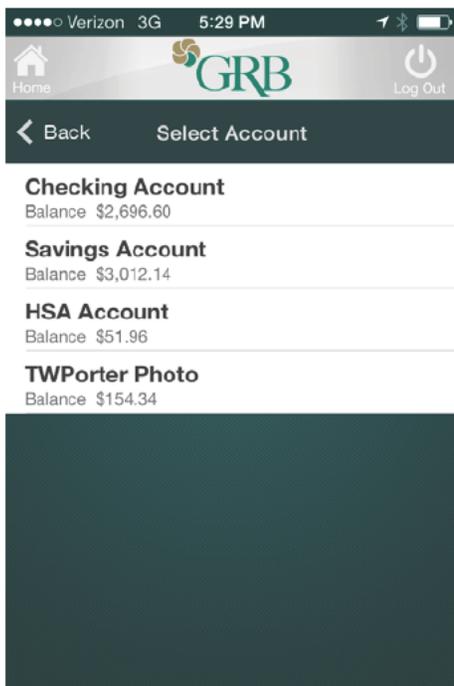


You must have Bill Pay capability in GRB*online* to use this feature in GRB*mobile*.

If there are insufficient funds in your account to process your request, we will notify you via email.

Pay bills (con't.)

4. Touch **Payment Amount** to bring up a keyboard and enter the amount to pay; touch **Done**
5. Touch the **Process Date** to bring up a calendar and select the date the payment is processed
6. Enter text into the **Memo** field if desired, and touch **Done** to complete

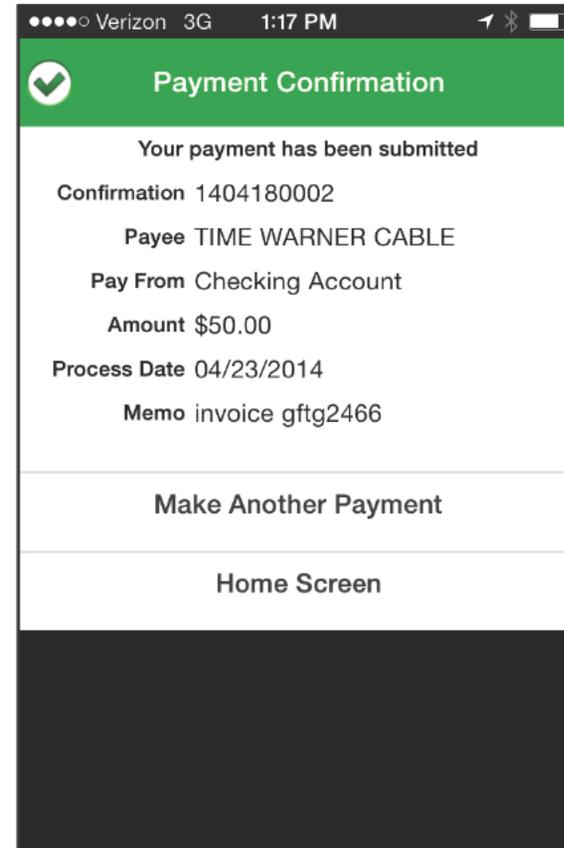
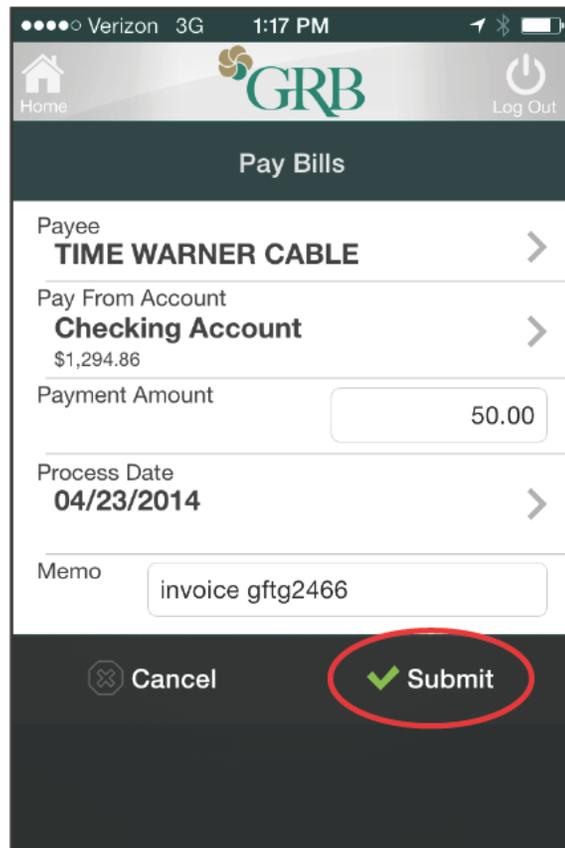


You must have Bill Pay capability in GRBonline to use this feature in GRBmobile.

If there are insufficient funds in your account to process your request, we will notify you via email.

Pay bills (con't.)

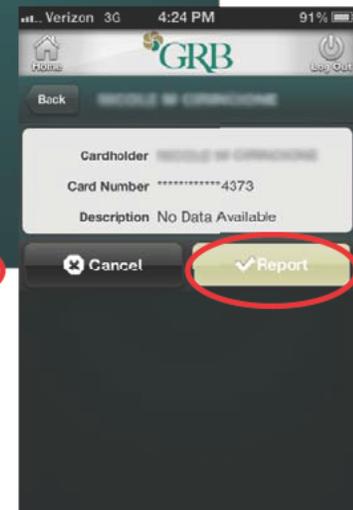
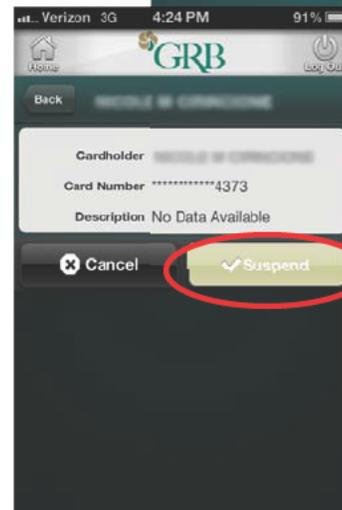
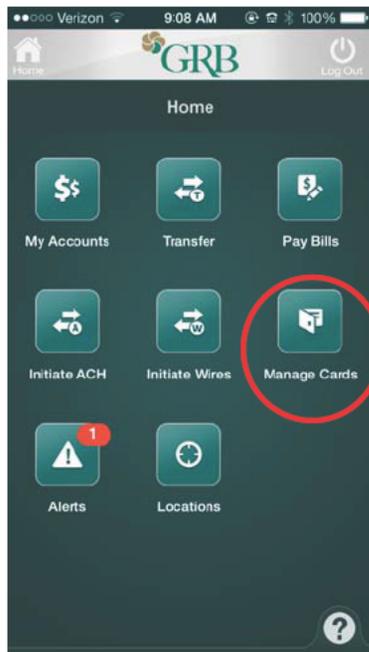
4. Touch **Submit** to complete your payment
5. A payment confirmation will appear on your screen. From here, you can make another payment or return to the home screen



You must have Bill Pay capability in GRB*online* to use this feature in GRB*mobile*.
If there are insufficient funds in your account to process your request, we will notify you via email.

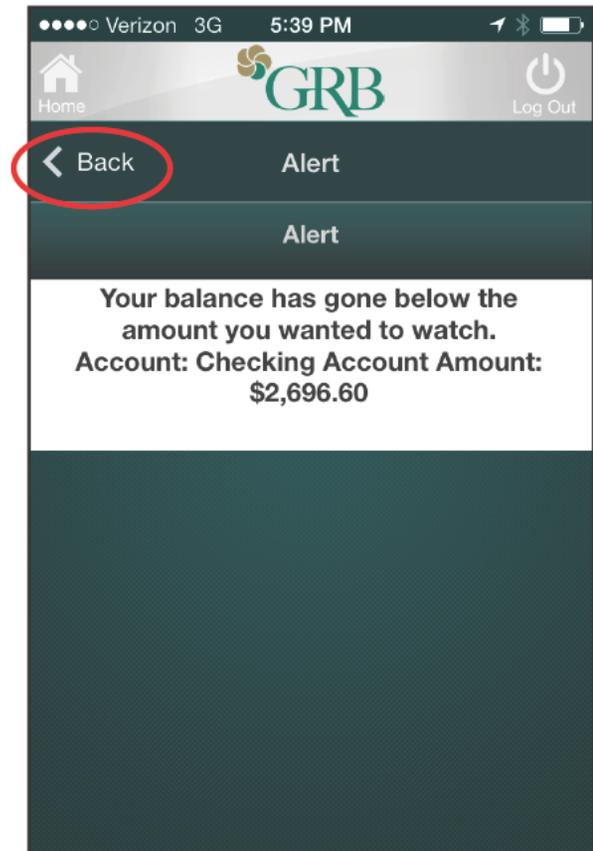
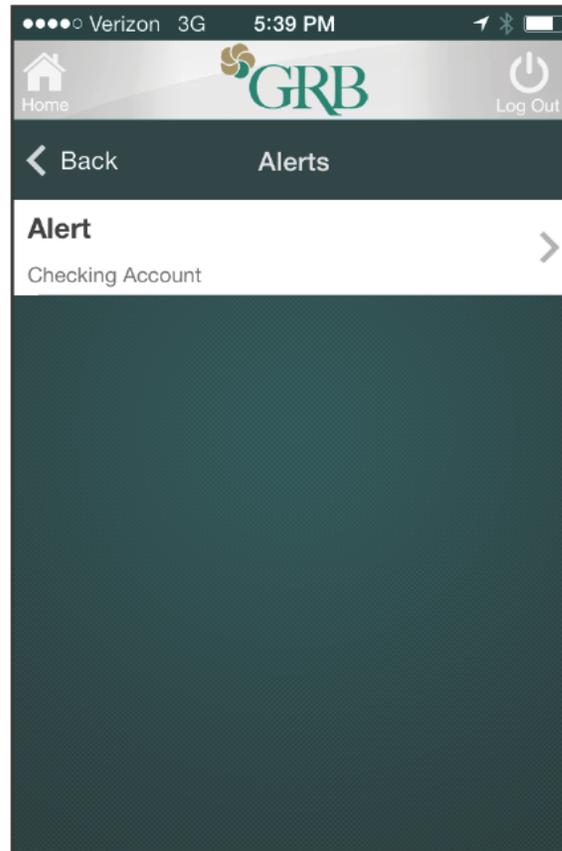
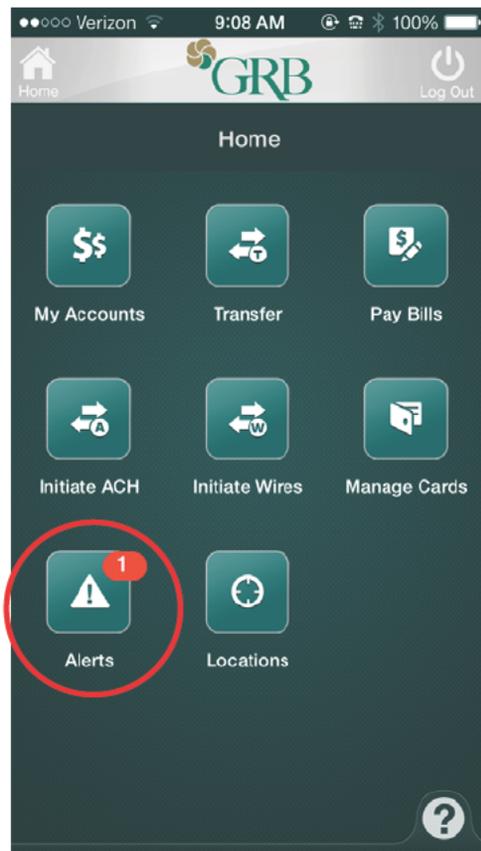
Manage cards

1. Touch **Manage Cards** icon on the home screen
2. Select a card to see Card Options
3. Touch **Suspend Card** if you want to temporarily suspend the card and **Suspend** to confirm
4. Touch **Report Lost or Stolen** to permanently disable the card and **Report** to confirm



Review alerts

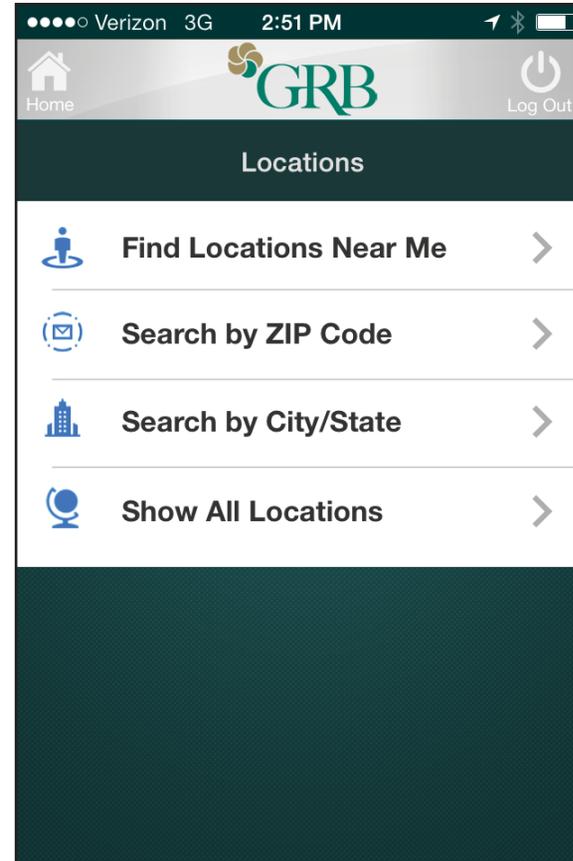
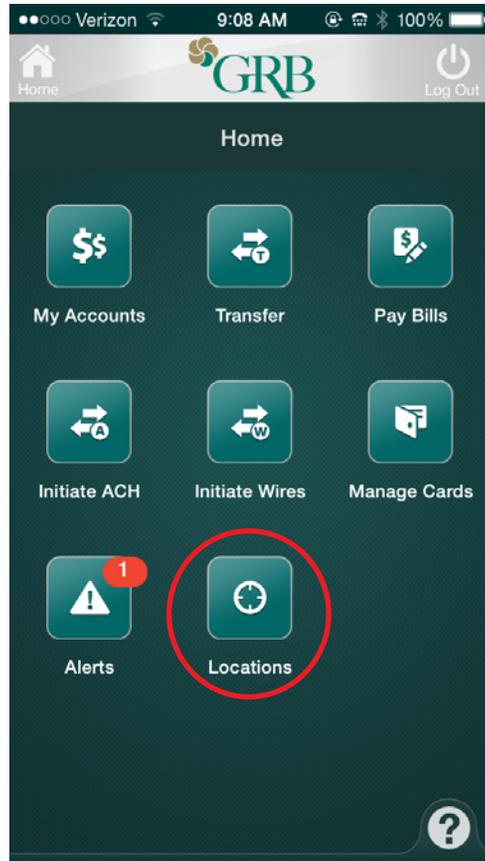
1. Touch the **Alerts** icon on the home screen to view any alerts for your accounts. If there is a red circle with a number in it on the Alerts icon, it is an alert notification.
2. Touch an alert for more details
3. Touch the back arrow to return to the alert list



Alerts must be previously set up on GRB*online* to use this feature in GRB*mobile*.

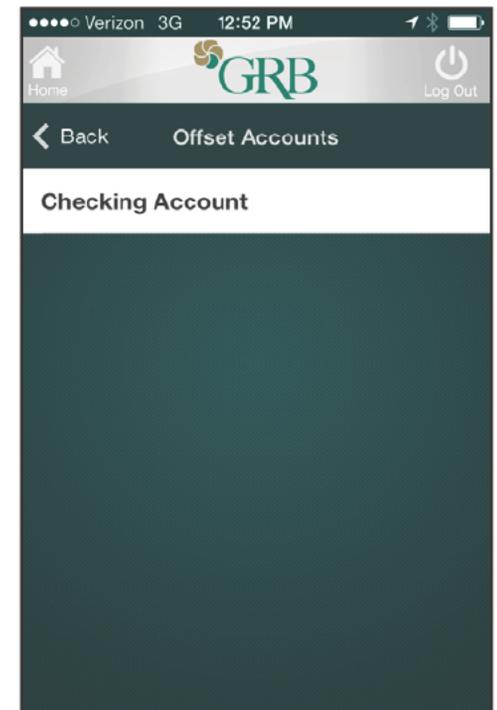
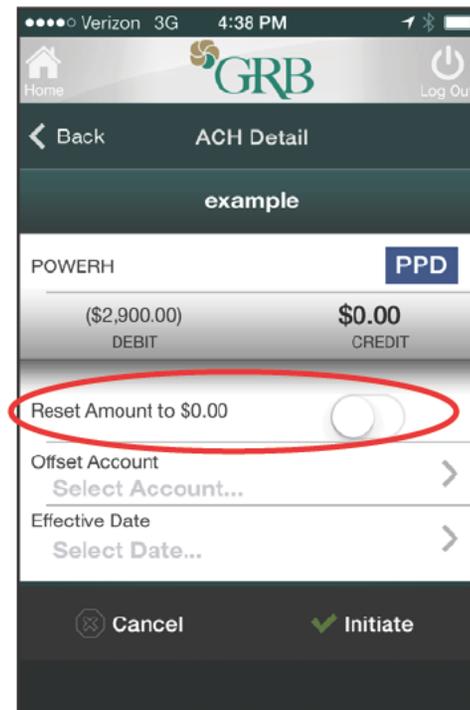
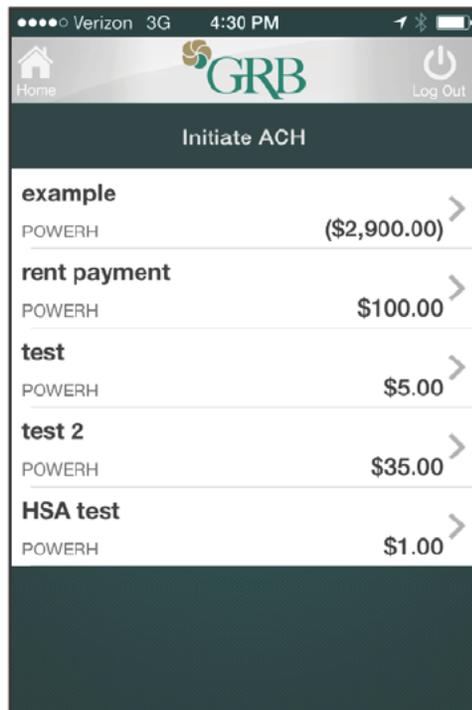
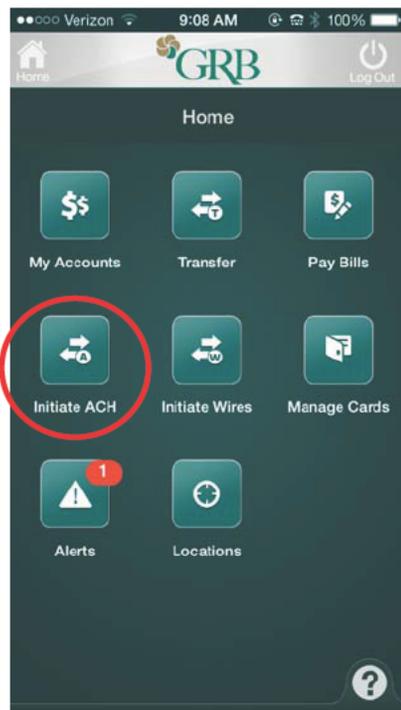
Locations

1. Touch **Locations** on the home screen
2. Choose the method to search



GRBmobile for Business - ACH initiation

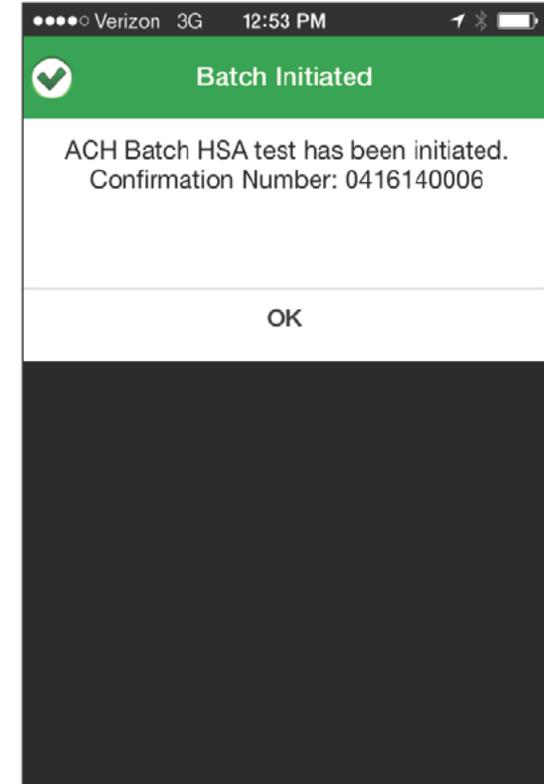
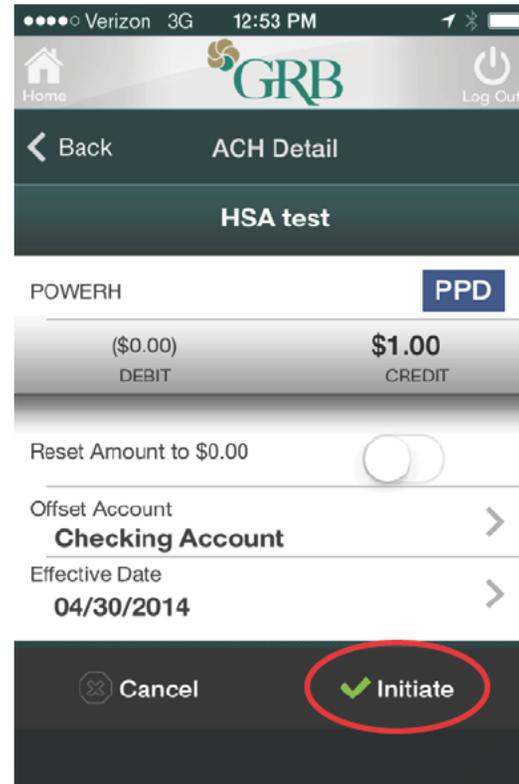
1. Touch **Initiate ACH** icon on home screen
2. Select the ACH transaction to initiate
3. Toggle **Reset Amount to \$0.00** to set the batch amount to zero after initiation
4. Touch **Offset Account** to bring up a list of accounts, and select the account for the transaction



You must have ACH Origination capability in GRBonline to use this feature in GRBmobile.

GRBmobile for Business - ACH initiation (con't.)

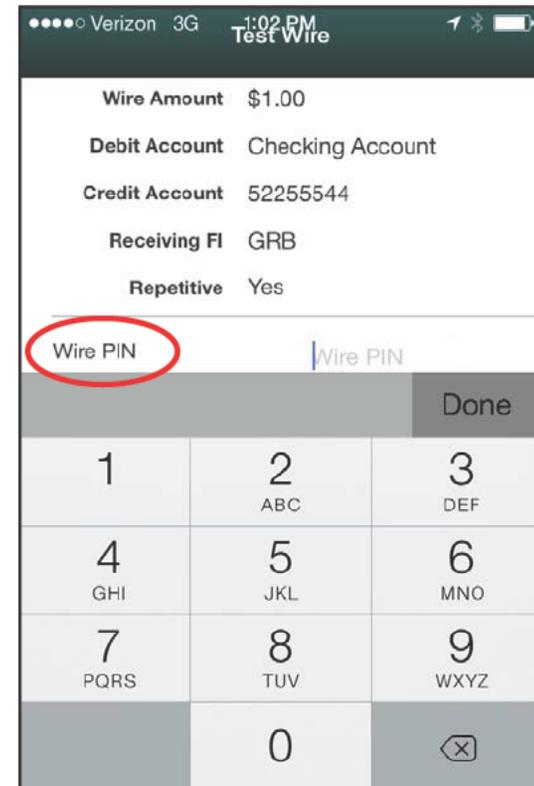
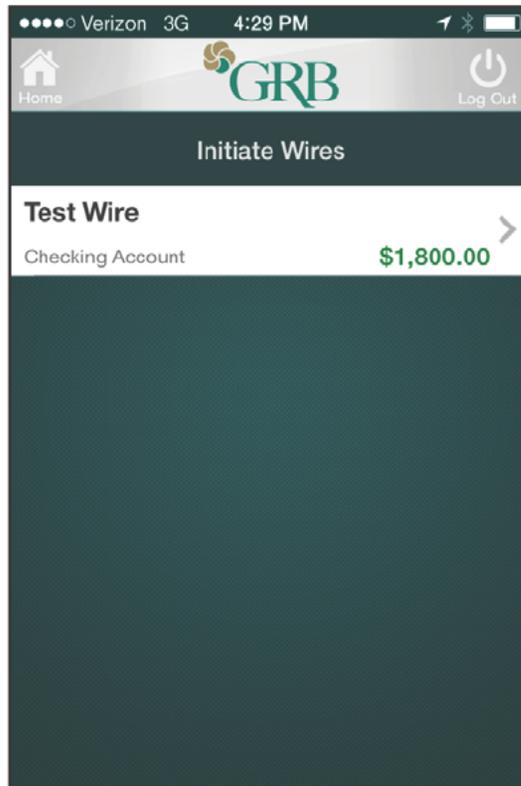
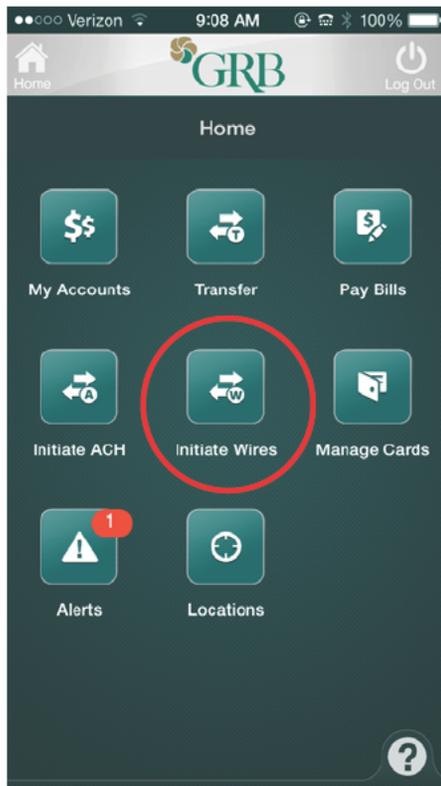
5. Touch **Effective Date** to bring up a calendar and select the transaction date
6. Touch **Initiate** to submit the transaction and a confirmation screen will appear; touch **OK**



You must have ACH Origination capability in GRB*online* to use this feature in GRB*mobile*.

GRBmobile for Business - Wire initiation

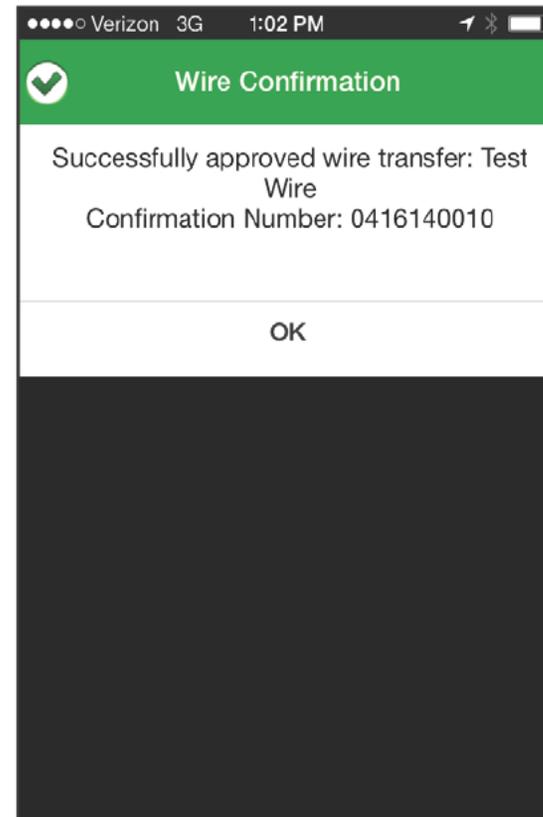
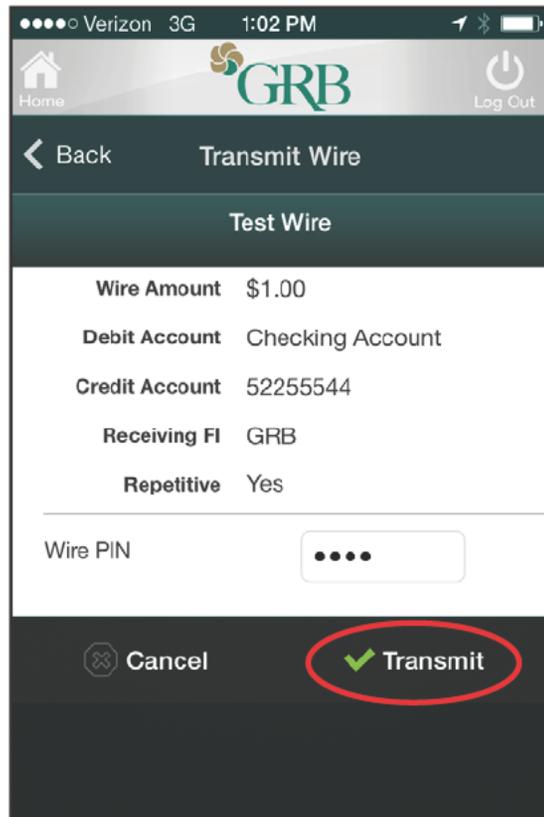
1. Touch **Initiate Wires** icon on the home screen
2. Select the wire to initiate from the list
3. Touch **Wire PIN** to type in your PIN, then touch **Done**



You must have wire capability in GRB*online* to use this feature in GRB*mobile*.

GRBmobile for Business - Wire initiation (con't.)

4. Touch **Transmit** to send the wire for processing
5. A confirmation screen will appear; touch **OK**



You must have wire capability in GRB*online* to use this feature in GRB*mobile*.