



### Educational Tips On Using Mobile Deposit

- Before logging into the Astra Bank Mobile Deposit app, close all other apps running in the background on your mobile phone.
- Sign/Endorse the back of your check, and label it "**Astra Bank - For Mobile Deposit.**" See below for an example...



- When prompted for the amount, carefully enter the check amount to ensure it matches the amount written on your check.
- Flatten folded or crumpled checks before taking your photos.
- Keep the check within the view finder on the camera screen when capturing your photos.
- Try not to get too much of the areas surrounding the check.
- Take the photos of your check in a well-lit area.
- Place the check on solid dark background before photographing the check.
- Keep your phone flat above the check when taking your photos.
- Hold the camera as square to the check as possible to reduce corner- to-corner skew.
- Make sure that the entire check image is visible and in focus before submitting your deposit and all four corners of check are captured.
- No shadows run across the check.
- Check is not blurry.
- The MICR line (numbers on the bottom of your check) is readable.

#### **Always remember:**

- Astra Bank will never ask for any sensitive information in SMS text messages.
- If Mobile Banking is not working properly, please inform Astra Bank immediately.
- To password-protect the device, and not to have the device remember passwords.
- Never share your mobile banking password with others, and always log out of the service when not in use.
- Avoid turning Bluetooth on when conducting transactions. Devices that are "always on" present a target for exploitation.
- Avoid "Jailbreaking", which is the removal of hardware restrictions to access all features of the technologies of smartphones. This makes the device susceptible to malware.