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Online Banking Help

Help Topics

[Accounts Page](#)

Information about your first time logging in, navigating the accounts page and account details, and how to make a mobile deposit.

[Security](#)

Find tips for managing account security, tutorials on enabling fingerprint or facial recognition login, and more.

[Payment & Transfers](#)

Learn about your enhanced money movement features like payments and transfers.

[Alerts](#)

Learn how to customize your account alerts so you can effectively monitor your activity.

[Credit Cards](#)

Find out how to redeem your credit card rewards and learn how to make a one time payment to your card or set up auto payments.

[Money Manager](#)

Connect your external accounts for a full-view into your financial picture, including setting a budget and adding goals.

[Services & Settings](#)

Information on ordering checks, accessing account statements, text banking, account preferences and other day-to-day services and personalization.

Additional Help

[Digital Banking User Guide](#)

Click to access the full guide to digital banking. Download, print, or access online at any time.

[Live Chat](#)

Mon-Fri: 8AM - 6:30 PM CT

Saturday: 8AM - 5PM CT

[Secure Message](#)

Secure message us with any questions any time and we will respond within 1-2 business days.

[Leave Feedback](#)

Let us know how you like the UMB digital banking tool.

Phone and Mail

Need assistance? Call [800.699.8702](tel:800.699.8702)

UMB Bank

1010 Grand Blvd

Kansas City, MO 64106

UMB Card Services

PO Box 219736

Kansas City, MO 64121

System and browser requirements

Online banking is built to support a wide range of computers and mobile devices. Minimum requirements to use online banking include:

- For desktop computers, Microsoft Windows 10 or Mac OS X 10.10 with a supported PC or Mac®.
- Supported browsers for desktop computers include the current and previous two versions of Google Chrome, Mozilla Firefox, Microsoft Edge and Safari.
- The mobile app requires Android 14x and later or iOS 16.x and later.
- Fingerprint login is only supported on eligible Android devices. Touch Authentication is only available on eligible Apple iOS devices.
- Remote deposit requires a mobile device with a rear-facing camera with a 5 megapixel or higher resolution.

Online banking terms and agreements

Download and review the latest terms and agreements for online banking.

- [Online Banking Agreement](#)
- [UMB Mobile Deposit Terms and Conditions](#)
- [UMB SMS Alerts Terms and Conditions](#)
- [UMB Credit Card Auto Pay Terms and Conditions](#)
- [UMB eSign Disclosure and Consent](#)

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