



## Mobile App Banking Customer Getting Started Guide

The US Bank Mobile App contains many features and abilities that may enhance and speed up your banking experience.

This guide intends on providing step-by-step explanations on how to use several of the common features within the US Bank Mobile App.

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### 1. Mobile App Download

The [US Bank Mobile App](#) is available for download on Apple and Android. Selecting links or images relating to the app will attempt to automatically send you to your appropriate app store.

In the event that our link does not work, follow the guide below for your respective brand of phone.

- a. Apple Phone
  - 1. Begin by returning to the home screen of your device
  - 2. Navigate to the Apple App Store and use the search bar at the top to enter "US Banking"
  - 3. Select the top result that matches the name, select download, then return to your home screen
- Now that the download has started, you should see the icon appear on your home screen soon. It will be greyed out and not be able to be opened. Once it is no longer greyed out, you will be able to open the app.
- b. Samsung Phone
  - 1. Begin by returning to the home screen of your device
  - 2. Navigate to the Google Play Store and use the search bar at the top to enter "US Banking"
  - 3. Select the result with the matching name, select download, and return to your home screen
    - a. If you do not see the app on the home screen, try swiping down to find it in the app screen
  - The app may only appear when it is finished downloading. Please be patient while the app finishes the downloading process. Once it has appeared, select it to open the app.

### 2. Getting Started in app

Now that you have the app on your device, you are able to get started. However, upon opening the app, you will be halted by the login screen. You will need to enter your credentials. Once you login, there are more options, buttons, and features to navigate through.

This section will attempt to introduce you to the most important abilities of the app.

- a. Signing In
  - 1. Your credentials will be the same as you would log on the website on your browser
  - a. If you do not have an online account, please refer to our [Online Account Creation Guide](#)
  - 2. Once you have entered the credentials, you will be prompted to verify your identity
    - a. If you have [Two Factor Authentication](#) enabled, you may use that to verify your login
    - b. If you do not, you may choose to verify your account via your email or phone number linked to your account
- b. Section Overview
  - 1. "Accounts" is the menu that allows you to view your accounts and transaction history regarding those accounts.
  - 2. "Account Management" is where you can control various aspects of your account(s)
    - a. "Pay" will lead to a menu where you may make payments on various types of loans, credit cards, or any other type of payment
    - b. "Transfer" is where transfer may occur internally between your accounts
    - c. "Deposit" allows for one to do online deposits of checks via imaging
    - d. "Documents" gives you a view of your signed and managed documents with US Bank
    - e. "[Zelle](#)" is our external transfer program where one can move money between friends, family, or any other potential personal party
  - 3. "Customer Support" is the section where any potential support info can be acquired in-app
    - a. "Call Customer Support" will automatically attempt to call the customer support if selected
    - b. "Frequently Asked Questions" will provide a short in-app guide in addition to a link leading to the other [User Guides](#)
    - c. "Email Customer Support" will automatically attempt to open your default email app with the customer support email in the recipient line
  - 4. "Settings" acts as the location to change either
    - a. your personal account settings:
      - i. email
      - ii. address
      - iii. phone number
    - b. app settings
      - i. notifications
      - ii. theme
  - ii. There are many settings you can change. Customize the app to fit your personal needs

### 3. Basic Banking

The US Bank app's primary goal is to make managing your accounts easier and faster. With this, the app allows you to view your account details and make decisions about your accounts from anywhere.

- a. View Account Details
  - 1. From the app Home Page, choose the top option "Accounts"
  - 2. You will be presented with all of your open accounts. You may select the one that you want to view in greater detail.

- 3. Here, you will be presented with several points of key information:
  - a. current balance of the accounts
  - b. the transaction history of the account
  - c. pending charges that have not been processed
  - d. the options to transfer money to or from other accounts

### 4. Basic Transactions

Via the US Bank app, you can transfer money either internally between your own accounts or externally via [Zelle](#), US Bank's official companion app for transferring money between other accounts. This can make many day to day transfers easy to do at a moment's notice, if the need arises.

- a. Make Internal Account Transfers
  - 1. From the app Home Page, select the "Transfer" option under "Account Management"
  - 2. In the top box, you can select one account to transfer from and a second account to transfer to
    - a. Some accounts cannot store cash but only be paid off such as credit accounts
  - 3. Add the amount you wish to transfer between the accounts.
  - 4. Change the "Extra" options if you so wish
    - a. Extra options include:
      - i. Processed Transfers or instant transfers ([charges apply](#))
      - ii. One-time Transfers or regular installments

- b. Make External Account Transfers
  - For US Bank app, it is required that, to make transfers to accounts that are not your own, that you use our official [Zelle Guide](#) to create and use an account.

You cannot transfer money from a different individual's account through US Bank app.

### 5. Pay Bills

Paying your bills and making payments conveniently online via the app on the phone is one of the key appeals. Using the app, you can directly transfer money [quickly from a checking or savings account\\*](#). The app makes the process easy.

- a. Credit Cards
  - 1. From the app Home Page, select "Transfer" option under "Account Management"
  - 2. In the top box, [preferably select a checking or select in extenuating circumstances savings](#) account to transfer from.
  - 3. Select the Credit account that you want to transfer to.
  - 4. Enter the amount of money you wish to pay towards your Credit account.
  - 5. Submit the amount.

- b. Loan or Other Bill Payments
  - 1. From the app Home Page, select "Pay" in "Account Management"
  - 2. Select the particular loan or bill that you want to pay.
  - 3. Enter the amount of money from [preferably select a checking or select in extenuating circumstances savings](#) account to transfer from
  - 4. Submit the amount.

### 6. Additional Assistance

If you are in need of additional support regarding the app, there are several resources you may reach out to for assistance.

- 1. You may contact support via email with [customersupport@usbanks.com](#) or phone at 0(123)456-6789.

- 2. You may find the [US Banks customer support](#) forums where users may submit questions to staff useful if you want to directly inquire for assistance