

You must be enrolled in our Online Banking program to install and use our mobile app. If you have not enrolled in Online Banking, please visit www.myaglender.com and enroll before trying to install the Farm Credit Western Ark mobile app.



TO INSTALL MOBILE APP

- 1. Visit the App store on your mobile device and search Farm Credit Western Ark.**
- 2. Install the App on your device.**



- 3. Enter your user ID and Password created when you enrolled for ONLINE BANKING at myaglender.com.**
- 4. Look for a text on the mobile device number you entered in the ONLINE BANKING program and enter the activation key on the device to complete registration of the app.**

CONGRATULATIONS! You now have access to your Farm Credit accounts 24/7 on your mobile device!

TO USE MOBILE APP

1. Open the App and enter your user ID and password you created when you ENROLLED in Online Banking.



User ID

Password

Remember User ID

2. From the Home Page you can choose to View Accounts or Transfer Funds by selecting from the navigation bar at the bottom of the screen.



3. From the Accounts Menu, select account you wish to view.



4. From the Transfer Menu, you can input the necessary information to make a payment by clicking the (right arrow). Once you have input all required information, click Submit.

Transfer From * Select Account >

To * Select Account

Date 10/06/2014

Transaction Type * Select Type

Amount * Enter Amount

Apply Extra To * Select an option

Memo Enter Memo

Cancel Submit

5. At any time, you can close the menu you are in and return to the home page by clicking the  in the top left corner.

GENERAL Q & A

Q. What types of devices work with our Mobile Banking apps?

- A.
- **iPad:** iPad2 and later, iOS 6, 7 and 8
 - **iPhone:** iOS 6, 7 and 8
 - **Android:** 2.3 (Gingerbread) and later

Q. What requirements are necessary before I can use the Mobile Banking app?

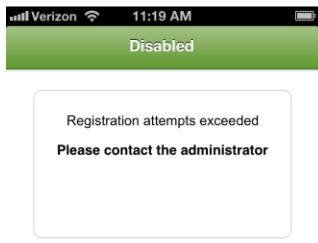
- A. You'll need:
- To ENROLL in ONLINE BANKING for Farm Credit of Western Arkansas at myaglender.com
 - Once enrolled, you will need to log in one time, via the web, to activate your access
 - Add your current cell phone number to your account information data (either through enrollment, or Personal Profile page in Online Banking)
 - A smartphone or iPad tablet that can download the app, or access the web

PIN CODE

Q. How long is a PIN code valid?

- A. 8 Hours

Q: I have downloaded the application and failed the registration process by either entering the Activation PIN incorrectly 3 times, or allowing the PIN CODE to expire. I have received a 'Disabled' screen. How do I continue?



A: The certificate assigned during the registration process has been disabled. The user will be required to start the process from the beginning. They should delete the app they previously loaded and re-load a new one from the App/Google store, and begin the registration process from the beginning.

Q. What if the app is downloaded to a device but never registered?

- A. If the app is never registered it has not been activated. App is not accessible and can be removed.

Q. What if the app is downloaded and registered to the device and then the app is cleared off the phone?

- A. If the app is deleted from the phone, the certificate is considered 'revoked.'

Q. How can a mobile app (certificate) be 'revoked' from a mobile user (i.e. phone reported lost or stolen)?

- A. Notify Farm Credit at our contact information so we can revoke access to the app from your lost device.

Q. Can more than one user ID be associated with an app on a single device?

A. No.

MOBILE NUMBER

Q. What if user doesn't have a mobile number registered to their account in Cashplus and they download the app? Are they allowed to register the app to the device?

A. The user will be able to download the app to the device but will not be able to complete the registration process. To complete registering the app to a device the user receives a SMS text message that contains an 'activation PIN code.' This code is required to complete the process. Therefore, if no mobile number on record; registration fails.

Error received:



Q. Is the mobile number registered to the account in Online Banking required to be the device the user is downloading the app to?

A. No, they need access to the phone registered to the account in order to receive the SMS text message with the 'activation PIN code.'

Q. How does a user verify online the mobile number of record in Online Banking?

A. Log into Online Banking, via web, and navigate to Personal Profile page, review mobile number of record.

Q. What if a user changes his mobile number 'after' they have registered the mobile app to their device – do they have to update the number in Online Banking?

A. No. The mobile number is used during the app registration process only. So if the user has completed the registration process, and doesn't have a need to register again, the mobile number does not need to be updated. However, the user must update the mobile number before trying to register another device.