



GoDough

Mobile Banking



GoDough *Mobile Banking*

GoDough Mobile Banking, available through NetTeller Online Banking, gives you convenient on-the-go access to your Eagle Federal accounts, wherever you are. Check account balances and transaction history, make quick one-time transfers, and schedule one-time bill payments from your mobile device!

GoDough Features:

- **Mobile App**
Now available for Apple and Android devices!
- **Mobile Banking SMS Text**
Access account balances and history securely via SMS text!
- **Account Balances**
Check account balances via SMS text, Mobile Web, or Mobile App
- **Transaction History**
View transaction history via SMS text, Mobile Web, or Mobile App
- **Quick One-time Transfers**
Schedule one-time transfers via Mobile Web and Mobile App
- **One-time Bill Payments**
Schedule bill payments to be paid to existing payees
- **Account Alerts**
View account alerts set up through NetTeller via Mobile Web and Mobile App



Mobile App Now Available!

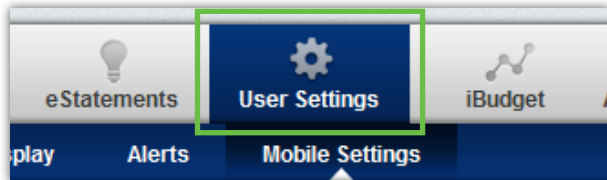
(available for Apple and Android Devices)

GoDough Enrollment

Mobile Web

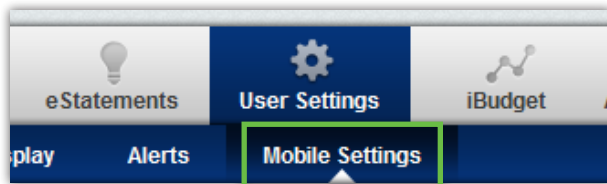
Step 1: Log into NetTeller Online Banking

First you will need to log into NetTeller Online Banking. If you are not a user, please refer to the **NETTELLER ENROLLMENT** instructions available on the NetTeller page at www.eaglefederal.org.



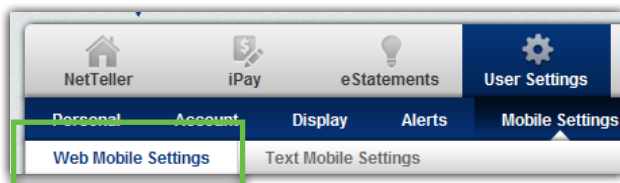
Step 2: User Settings

Once in NetTeller, click on the **USER SETTINGS** tab at the top of the page.

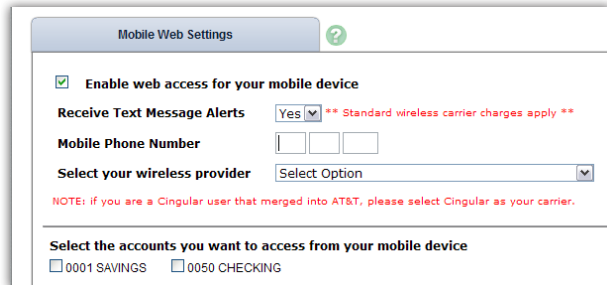


Step 3: Web Mobile Settings

Click on the **WEB MOBILE SETTINGS** tab.

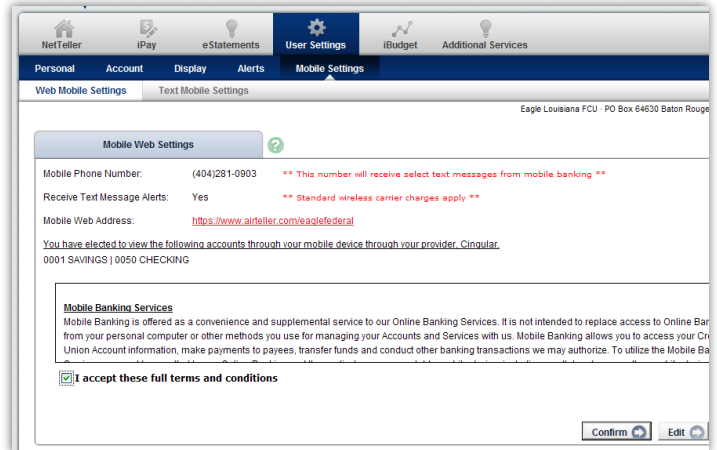


On the **WEB MOBILE SETTINGS** page, check the box to **ENROLL WEB ACCESS FOR YOUR MOBILE DEVICE**. Enter the information requested and select the account(s) you wish to access from your mobile device. Click **SUBMIT** to continue.



Step 4: Online Agreement

Review and accept the terms and conditions by checking the box labeled **I ACCEPT THESE FULL TERMS AND CONDITIONS**. Click **CONFIRM** to continue.



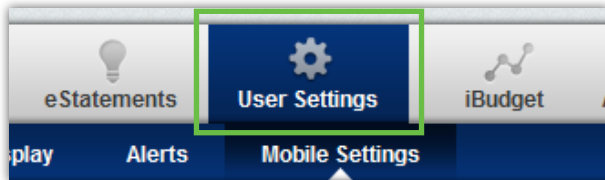
Step 5: Enrollment Complete!

CHECK YOUR MOBILE DEVICE! You will receive a SMS text message confirming your enrollment in GoDough Mobile Banking Web. Go to the link provided in the text message to gain access to your accounts on-the-go!

GoDough Enrollment

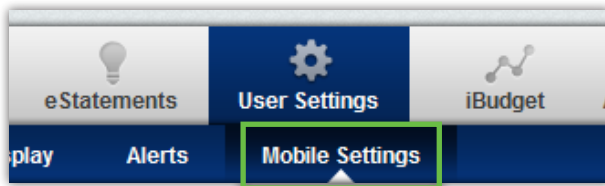
Mobile Text

Step 1: Log into NetTeller Online Banking
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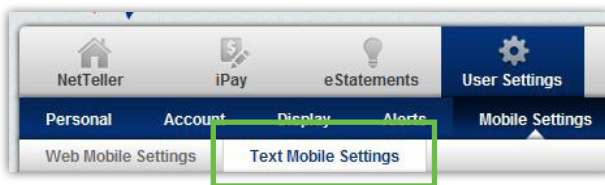
Step 2: User Settings

Once in NetTeller, click on the **USER SETTINGS** tab at the top of the page.

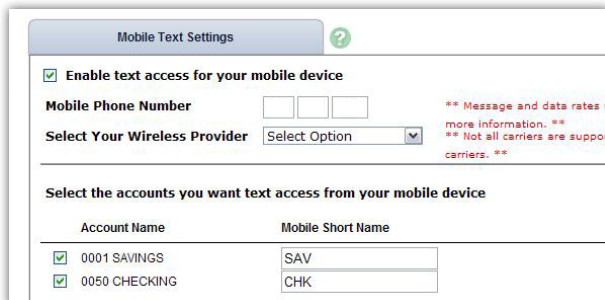


Step 3: Text Mobile Settings

Click on the **TEXT MOBILE SETTINGS** tab.

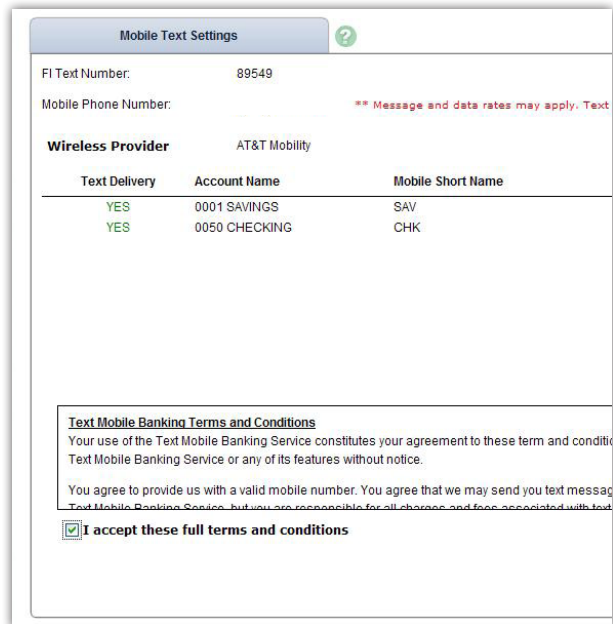


On the **TEXT MOBILE SETTINGS** page, check the box to **ENABLE TEXT ACCESS FOR YOUR MOBILE DEVICE**. Enter the information requested and select the account(s) you wish to access via SMS text from your mobile device. Enter a **MOBILE SHORT NAME** for each account for easier account access from your mobile device. Click **SUBMIT** to continue.



Step 4: Online Agreement

Review and accept the terms and conditions by checking the box labeled **I ACCEPT THESE FULL TERMS AND CONDITIONS**. Then click **CONFIRM** to continue.



Step 5: SMS Text Enrollment

Immediately after clicking **CONFIRM** in **STEP 4**, you will receive a text message **IN ORDER TO CONFIRM YOUR SUBSCRIPTION FOR THIS SERVICE YOU MUST REPLY 'YES' TO THIS MESSAGE**. Reply **YES** to the text message to complete your enrollment!



Step 6: Enrollment Complete!

CONGRATULATIONS! You are now enrolled in GoDough Mobile Banking TEXT. Enjoy account access on-the-go through SMS text messaging. **NOTE: Message and Data rates may apply with your wireless provider.**

GoDough FAQ

Mobile Web

What are the restrictions on the type of mobile devices that can be used to access accounts?

The JHA mobile solution is phone device agnostic. It works with any web-enabled mobile phone device whose network allows secure SSL traffic.

What functions can I perform from my mobile device?

You can perform the following functions from your mobile device:

- View Transaction History
- View Account Balances
- Transfer Funds between accounts
- Pay Bills to existing Payees
- View Alerts
- View pending ACH transactions

How do I know if my transfer or bill payment was entered successfully?

If you have selected to receive text alerts, each time you make a transfer or bill payment, a confirmation SMS Text Message is sent to your mobile device. If you do not receive a confirmation text message, double check to make sure the transaction went through via traditional NetTeller.

What if I no longer want to be a mobile user?

Log in to NetTeller > Select Options > Mobile Settings > Deselect Activate Mobile Banking Access > Click Agree.

What happens if I lose my mobile device?

Since your account data is not stored on your mobile device, your information cannot be stolen. When you replace your device, simply edit your Mobile Settings and make any changes to the Wireless Provider and/or Phone Number.

What do I need to do if I get a new phone?

If you simply get a new phone but keep the same phone number and provider, no changes on your part are necessary. If you switch providers and/or phone numbers, log in to your NetTeller account via the Internet and update your information on the Options > Mobile Settings page. You will not receive SMS Text Messages regarding Mobile Banking transactions if your phone number is not correct.

Why can't I add a new payee?

Functionality is limited to sending payments to already established payees. To add a new payee, log in to NetTeller Online Banking, click on the iPay tab, and add a new payee. You can then submit payments to that payee via your mobile device.

How can I search for a transaction?

You will only be able to view 15 days worth of transaction history on your mobile device. There is not a search feature with GoDough Mobile Banking. To search specific transactions, log into NetTeller Online Banking.

What happens if I lose communication/signal during a transaction?

When you complete a transaction from your mobile device (bill payment, funds transfer, etc...), you will receive an SMS Text Message as confirmation that the transaction was successful. If you do not receive this message due to a dropped call or lost signal, check your accounts and resubmit any transactions that did not process.

Can I use any mobile device to access my accounts?

Yes. You can access your accounts via any mobile device that is web-enabled and allows secure SSL traffic. The only difference is that SMS text messages will be sent to the phone number entered when enrolling for mobile banking, not necessarily the device from which you perform a transaction.

What if I can't get my mobile device to work with NetTeller Online Banking?

There are a number of reasons that you may experience trouble accessing the mobile version of NetTeller Online Banking on your phone. To use the mobile version, your phone needs to meet the following minimum requirements:

1. Your mobile device must be web enabled.
2. Your mobile network must allow secure SSL traffic. (You may need to contact your wireless provider to determine this.)

How do I delete a Bill Payment that I set up through my mobile device?

You must log in to NetTeller and delete the payment from the main menu of the iPay module.

When I try to enter an amount for a bill payment or transfer, I can't enter any numbers, only letters. Why?

Check your phone's settings to make sure you don't have Alpha-only enabled on the keypad.



GoDough FAQ

Mobile Text

Can I enroll for Mobile Text from my mobile device?

No. Enrollment for Mobile Text must be completed within your traditional NetTeller site.

How do I find the validation code needed to complete enrollment?

The validation code displays on the enrollment confirmation page within NetTeller. If you have navigated away from the enrollment confirmation page, you can submit the enrollment again to redisplay the code.

How do I get information for a specific account?

During the enrollment process, you must create a mobile short name for each enrolled account. This short name must be included in the text request to get account specific information.

How do I un-enroll for Mobile Text?

Un-enrollment can be accomplished one of two ways. You can log in to your traditional NetTeller site and deselect the enroll option or you can text STOP to 89549.

What are the text commands for GoDough Mobile Text?

Text Commands

Bal=All Acct Bal

Bal Acct Name=Single Acct Bal

Hist=All Accts Recent Activity

Hist Acct Name=Single Acct Activity

Help=Commands

Stop=Cancel