

# Table of Contents

---

## Apple

❖ RHBT Mobile App Installation	3
❖ Registration	3
❖ Forgot Username	4
❖ Reset Password	5
❖ Accounts	5
❖ Transfers	6
❖ External Transfers	6
❖ Mobile Deposit	7
❖ Bill Payment	7
❖ Picture Payment	8
❖ Pay A Friend	8
❖ E-Statements	8
❖ Email	9
❖ Check Reorder	9
❖ Stop Payment	10
❖ Pay A Customer	10
❖ Alerts	11
❖ Settings	12
❖ Profile	13

## Android

❖ RHBT Mobile App Installation	14
❖ Registration	14
❖ Forgot Username	15
❖ Forgot Password	16
❖ Accounts	16
❖ Transfers	17
❖ External Transfers	17
❖ Mobile Deposit	18
❖ Bill Payment	18
❖ Picture Payment	19


❖ Pay A Friend	19
❖ E-Statements	20
❖ Email	20
❖ Check Reorder	20
❖ Stop Payment	21
❖ Pay A Customer	21
❖ Alerts	22
❖ Settings	23
❖ Profile	24

## Website

❖ Registration	25
❖ Forgot Username	26
❖ Forgot Password	27
❖ Accounts	27
❖ Quicken, Quickbooks, Comma Delimited (CVS)	28
❖ Transfers	28
❖ External Transfers	29
❖ Bill Payment	29
❖ Pay A Friend	30
❖ E-Statements	30
❖ Email	31
❖ Check Reorder	31
❖ Stop Payment	32
❖ Pay A Customer	32
❖ Alerts	33
❖ Settings	34
❖ Profile	34

## Installation (Apple)

---

- ❖ Go to the App Store
  - ❖ Search for and download Rolling Hills  App
- \*May need to be connected to Wi-Fi to download\*

## Registration

---

- ❖ Read and Accept Terms of Use
- ❖ Customer Verification
  - Customer Type – Personal or Business
  - Last 4 Digits of SSN/TIN
  - Account Number
  - Zip Code
- ❖ Please provide your token delivery method
  - Phone Number
  - Phone Number Type
- ❖ Enter Verification Code
  - Username is displayed at the top of the screen
  - \*Remember Username\*
- ❖ Create Username (No Spaces) and password
- \*Refer to password guidelines\*

# Forgot Username

---

- ❖ Login screen
  - Reset Password
- ❖ Please select a help option from the dropdown menu below
  - Forgot Username
- ❖ Customer Verification
  - Customer Type – Personal or Business
  - Last 4 Digits of SSN/TIN
  - Account Number
  - Zip Code
- ❖ Please provide your token delivery method
  - Phone Number
  - Phone Number Type
- ❖ Enter Verification Code
  - Username is displayed at the top of the screen  
\*Remember Username\*


## Forgot Password


---


- ❖ Login screen
  - Reset Password
- ❖ Please select a help option from the dropdown menu below
  - Forgot or Reset Password
- ❖ Customer Verification
  - Customer Type – Personal or Business
  - Last 4 Digits of SSN/TIN
  - Account Number
  - Zip Code
- ❖ Please provide your token delivery method
  - Phone Number
  - Phone Number Type
- ❖ Enter Verification Code
  - Create new password
    - \*Refer to password guidelines\*

## Accounts

---

When in the accounts section, you can view your accounts in a summarized view. To view your transaction history, select the account you want to view. You may view check images by selecting the transaction and clicking on the check picture. 

In this view, you can filter transaction by type, date range, or amount. The filter button can apply these filters. 

Attach receipt / photo to transactions 

## Transfers

---

Transfers allows you to move money from one RHBT account to another RHBT account, i.e. Checking to Savings.

### ❖ Transfer Funds

- Choose account to transfer from
  - Choose account to transfer to
  - Type in the amount to transfer
  - Select frequency of transfer
  - Select day of transfer
- \*Optional – Type note about transfer\*

## External Transfers

---

External Transfers allows you to move money from your RHBT account to your account at another financial institution.

### ❖ Account Transfers

- Select Add to add account
- Enter External Account Information
  - Routing Number
  - Account Number
  - Confirm Account Number
  - Account Type
  - Nickname Account
- Follow verification steps

## Deposits

---

Deposit a check without making a trip to the bank.

- ❖ Select Deposit a check
  - Select Account to deposit check into
  - Enter check amount
  - Take a picture of the check front
  - Take a picture of the check back
    - \*Make sure check is endorsed, and steady hands while taking the picture\*

## Bill Payment

---

No more late bills. Save yourself a trip, postage money and a check. Must be enrolled and have payees setup online before using this feature on your mobile device.

- ❖ Legal Agreements
  - Terms of Service
  - Privacy Policy
  - Select Bill Option
    - i.e. Phone, Utilities, Credit Card, etc.
  - Enter Account Number
  - Enter Amount to be paid
  - Enter Pay Date

## Picture Payment

---

Snap a picture, pay a bill!

- ❖ Select Snap a Photo
  - Take a picture of the bill
  - Select account to pay bill from
  - Type in the amount to be paid
  - Choose a delivery date

## Pay A Friend

---


Pay a friend faster! Now you can pay a friend regardless of where they bank.

- ❖ Select Send Money
  - Select account send money from
  - Type payee name
  - Choose send method
  - Enter amount to transfer
  - Create a security question and answer

## E-Statements

---


You can choose to view statements for any of your active accounts. Statement history goes back 18 months.



- ❖ Email (To enroll in eStatements)
  - Select new email 
    - Click on dropdown to select eStatement Enrollment
    - Enter the message request eStatement Enrollment on which account(s)



## Email

---

In this section, you can send and receive secure emails between you and RHBT. Once you select create a new email,  there are subject options to choose from in the dropdown or an “other” option.

- ❖ Select new email 
  - Click on dropdown to select subject
  - Enter the message in the box
  - You may add an attachment by selecting the paperclip icon 
  - Click send when done

## Check Reorder

---

This section allows you to reorder checks without coming to the bank. You will need to know your routing number, account number, and zip code.

\*RHBT routing number: 073905912\*

## Stop Payment

---

This allows you to stop payments on checks or ACHs.

- ❖ Select account to stop payment from
  - Select stop payment on:
    - Single check
    - Range of checks
    - ACH
  - Enter check number
  - Enter payee
  - Enter date issued
  - Enter reason

## Pay A Customer

---

Pay another member! Now you can pay another RHBT customer.

- ❖ Select Send Money
  - Select account to transfer from
  - Enter payee information
    - Customer's last name
    - Account type
      - \*Must type "DDA" for Account Type\*
    - Account number
    - Amount of money to send

# Alerts

---

Account alerts allow for multiple notifications for various account activity.

- ❖ Select Delivery Options method: Email or Phone
  - Email
    - Enter email address
  - Phone
    - Enter cell phone number
  - Configure alerts
    - Security Alerts
    - Account Alerts
      - Select method to receive alerts: Email or Text

# Settings

---

- ❖ Change Account Order
  - Press and hold account and slide up or down to the order you want
- ❖ Language Displayed
  - Select language of choice
- ❖ Touch ID – iPhones with this feature
  - (Update iOS to 10.3.2 and up)
  - Toggle on to enable Touch ID for signing into the app
- ❖ Auto Login
  - Toggle on to enable Auto Login for signing into the app automatically
- ❖ PIN Login
  - Toggle on to enable PIN Login for signing into the app with a 4-digit PIN
- ❖ Account Settings
  - Choose account
    - Hide Account
      - Toggle on to hide any account you do not want visible in the Accounts section
    - Nickname
      - Rename the account to something more familiar

# Profile

---


This information updates your profile within the bank system.

## ❖ Edit Your Profile

- Verify / Enter Email Address
- Verify / Enter Mobile Phone Number
- Verify / Enter Street Address
- Verify / Enter City
- Verify / Enter State
- Verify / Enter Zip Code

## Installation (Android)

---

- ❖ Go to Google Play
  - ❖ Search for and download Rolling Hills  App
- \*May need to be connected to Wi-Fi to download\*

## Registration

---

- ❖ Read and Accept Terms of Use
- ❖ Customer Verification
  - Customer Type – Personal or Business
  - Last 4 Digits of SSN/TIN
  - Account Number
  - Zip Code
- ❖ Please provide your token delivery method
  - Phone Number
  - Phone Number Type
- ❖ Enter Verification Code
  - Username is displayed at the top of the screen
  - \*Remember Username\*
- ❖ Create Username (No Spaces) and password
- \*Refer to password guidelines\*

## Forgot Username

---

- ❖ Login screen
  - Forgot Password
- ❖ Please select a help option from the dropdown menu below
  - Forgot Username
- ❖ Customer Verification
  - Customer Type – Personal or Business
  - Last 4 Digits of SSN/TIN
  - Account Number
  - Zip Code
- ❖ Please provide your token delivery method
  - Phone Number
  - Phone Number Type
- ❖ Enter Verification Code
  - Username is displayed at the top of the screen  
\*Remember Username\*


## Forgot Password


---


- ❖ Login screen
  - Forgot Password
- ❖ Please select a help option from the dropdown menu below
  - Forgot or Reset Password
- ❖ Customer Verification
  - Customer Type – Personal or Business
  - Last 4 Digits of SSN/TIN
  - Account Number
  - Zip Code
- ❖ Please provide your token delivery method
  - Phone Number
  - Phone Number Type
- ❖ Enter Verification Code
  - Create new password
    - \*Refer to password guidelines\*

## Accounts

---

When in the accounts section, you can view your accounts in a summarized view. To view your transaction history, select the account you want to view. You may view check images by selecting the transaction and clicking on the check picture. 

In this view, you can filter transaction by type, date range, or amount. The filter button can apply these filters. 

Attach receipt / photo to transactions 



## Transfers

---

Transfers allows you to move money from one RHBT account to another RHBT account, i.e. Checking to Savings.

- ❖ New Transfer
  - Choose account to transfer from
    - Select from Dropdown
  - Choose account to transfer to
  - Type in the amount to transfer
  - Select frequency of transfer
  - Select day of transfer
    - \*Optional – Type note about transfer\*

## External Transfers

---

External Transfers allows you to move money from your RHBT account to your account at another financial institution.

- ❖ Schedule Transfer
  - Account Transfer
    - Select Add Account
    - Enter External Account Information
      - Routing Number
      - Account Number
      - Confirm Account Number
      - Account Type
      - Nickname Account
    - Follow verification steps

## Deposits

---

Deposit a check without making a trip to the bank.

- ❖ Select New Deposit
    - Select Account to deposit check into
    - Enter check amount
    - Take a picture of the check front
    - Take a picture of the check back
- \*Make sure check is endorsed and steady hands while taking the picture\*

## Bill Payment

---

No more late bills. Save yourself a trip, postage money and a check. Must be enrolled and have payees setup online before using this feature on your mobile device.

- ❖ Select Scheduled
  - Select Make a payment
    - Select Account to pay from
    - Select Payee
    - Select Delivery By date
    - Enter amount to be paid

## Picture Payment

---

Snap a picture, pay a bill!

- ❖ Select Schedule Payment
  - Select Snap A Photo
    - Take a picture of the bill
    - Select account to pay bill from
    - Type in the amount to be paid
    - Choose a delivery date

## Pay A Friend

---


Pay a friend faster! Now you can pay a friend regardless of where they bank.

- ❖ Select New Payment
- ❖ Select account send money from
  - Type payee name
  - Choose send method
  - Enter amount to transfer
  - Create a security question and answer

## E-Statements


---



You can choose to view statements for any of your active accounts. Statement history goes back 18 months.

- ❖ Email (To enroll in eStatements)
  - Select new email 
    - Click on dropdown to select eStatement Enrollment
    - Enter the message request eStatement Enrollment on which account(s)

## Email

---

In this section, you can send and receive secure emails between you and RHBT. Once you select create a new email,  there are subject options to choose from in the dropdown or an “other” option.

- ❖ Select new email 
  - Click on dropdown to select subject
  - Enter the message in the box
  - You may add an attachment by selecting the paperclip icon 
  - Click send when done

## Check Reorder

---

This section allows you to reorder checks without coming to the bank. You will need to know your routing number, account number, and zip code.

\*RHBT routing number: 073905912\*

## Stop Payment

---

This allows you to stop payments on checks or ACHs.

- ❖ Select account to stop payment from
  - Select stop payment on:
    - Single check
    - Range of checks
    - ACH
  - Enter check number
  - Enter payee
  - Enter date issued
  - Enter reason

## Pay A Customer

---

Pay another member! Now you can pay another RHBT customer.

- ❖ Select Send Money
  - Select account to transfer from
  - Enter payee information
    - Payee Account Number
    - Account Type
      - \*Must type "DDA" for Account Type\*
    - Customer's last name
    - Enter amount of money to send

# Alerts

---

Account alerts allow for multiple notifications for various account activity.

- ❖ Select Delivery Options method: Email or Phone
  - Email
    - Enter email address
  - Phone
    - Enter cell phone number
  - Configure alerts
    - Security Alerts
    - Account Alerts
      - Select method to receive alerts: Email or Text

# Settings

---

- ❖ Change Account Order
  - Press and hold account and slide up or down to the order you want
- ❖ Language Displayed
  - Select language of choice
- ❖ Auto Login
  - Toggle on to enable Auto Login for signing into the app automatically
- ❖ PIN Login
  - Toggle on to enable PIN Login for signing into the app with a 4-digit PIN
- ❖ Account Settings
  - Choose account
    - Nickname
      - Rename the account to something more familiar
    - Hide Account
      - Check box to hide any account you do not want visible in the Accounts section

# Profile

---

This information updates your profile within the bank system.

## ❖ Edit Your Profile

- Verify / Enter Email Address
- Verify / Enter Mobile Phone Number
- Verify / Enter Street Address
- Verify / Enter City
- Verify / Enter State
- Verify / Enter Zip Code



## Registration (Website)

---

- ❖ Go to URL: [www.rollinghillbank.com](http://www.rollinghillbank.com)
- ❖ Select New User Registration
- ❖ Read and Accept Terms of Use
- ❖ Customer Verification
  - Customer Type – Personal or Business
  - Last 4 Digits of SSN/TIN
  - Account Number
  - Zip Code
- ❖ Please provide your token delivery method
  - Phone Number
  - Phone Number Type
- ❖ Enter Verification Code
  - Username is displayed at the top of the screen
    - \*Remember Username\*
- ❖ Create Username (No Spaces) and password
  - \*Refer to password guidelines\*

## Forgot Username

---

- ❖ Home Page
  - Forgot Username and Password
- ❖ Please select a help option from the dropdown menu below
  - Forgot Username
- ❖ Customer Verification
  - Customer Type – Personal or Business
  - Last 4 Digits of SSN/TIN
  - Account Number
  - Zip Code
- ❖ Please provide your token delivery method
  - Phone Number
  - Phone Number Type
- ❖ Enter Verification Code
  - Username is displayed at the top of the screen  
\*Remember Username\*


## Forgot Password

---

- ❖ Home Page
  - Forgot or Reset Password
- ❖ Please select a help option from the dropdown menu below
  - Forgot or Reset Password
- ❖ Customer Verification
  - Customer Type – Personal or Business
  - Last 4 Digits of SSN/TIN
  - Account Number
  - Zip Code
- ❖ Please provide your token delivery method
  - Phone Number
  - Phone Number Type
- ❖ Enter Verification Code
  - Create new password
    - \*Refer to password guidelines\*

## Accounts

---

When in the accounts section, you can view your accounts in a summarized view. To view your transaction history, select the account you want to view. You may view check images by selecting the transaction and clicking on the check picture. You can also filter transactions by type, date range, or amount. The filter button can apply these filters. 

## Quicken, Quickbooks, Comma Delimited (CSV)

---

- ❖ Within the Accounts section, select download
- Select file type
- Select account
- Select date range



## Transfers

---

Transfers allows you to move money from one RHBT account to another RHBT account, i.e. Checking to Savings.

- ❖ Choose account to transfer from
  - Drag and Drop or select from Dropdown
- ❖ Choose account to transfer to
  - Drag and Drop or select from Dropdown
- ❖ Type in the amount to transfer
- ❖ Select frequency of transfer
- ❖ Select day of transfer
- \*Optional – Type note about transfer\*

## External Transfers

---

External Transfers allows you to move money from your RHBT account to your account at another financial institution.

- ❖ Select Account tab
  - Select Add Account
  - Enter External Account Information
    - Routing Number
    - Account Number
    - Confirm Account Number
    - Account Type
    - Nickname Account
  - Follow verification steps

## Bill Payment

---

No more late bills. Save yourself a trip, postage money and a check.

- ❖ Legal Agreements
  - Terms of Service
  - Privacy Policy
  - Select Bill Option
  - Enter Account Number
  - Enter Amount to be paid
  - Enter Pay Date
- ❖ After initial payee setup, select Add a Company or Person to add additional payees

## Pay A Friend

---


Pay a friend faster! Now you can pay a friend regardless of where they bank.

- ❖ Choose account to transfer from
  - Drag and Drop or select from Dropdown
  - Type payee name in Pay To field
  - Choose Receive Method
    - Enter phone number or email
  - Enter amount to transfer
  - Create a security question and answer

## E-Statements


---



You can choose to view statements for any of your active accounts. Statement history goes back 18 months.

- ❖ Email (To enroll in eStatements)
  - Select new email 
    - Click on dropdown to select eStatement Enrollment
    - Enter the message request eStatement Enrollment on which account(s)

## Email

---

In this section, you can send and receive secure emails between you and RHBT. Once you select create a new email,  there are subject options to choose from in the dropdown or an “other” option.

- ❖ Select new email 
  - Click on dropdown to select subject
  - Enter the message in the box
  - You may add an attachment by selecting the paperclip icon 
  - Click send when done

## Check Reorder

---

This section allows you to reorder checks without coming to the bank. You will need to know your routing number, account number, and zip code.

\*RHBT routing number: 073905912\*

## Stop Payment

---

This allows you to stop payments on checks or ACHs.

- ❖ Select account to stop payment from
  - Select stop payment on:
    - Single check
    - Range of checks
    - ACH
  - Enter check number
  - Enter payee
  - Enter date issued
  - Enter reason

## Pay A Customer

---

Pay another member! Now you can pay another RHBT customer.







- ❖ Choose account to transfer from
  - Drag and Drop or select from Dropdown
- ❖ Enter payee information
  - Enter Account Number
  - Enter Account Type
    - \*Must type "DDA" for Account Type\*
  - Enter Last Name of payee
    - Enter Amount of money to send



# Alerts


---

Account alerts allow for multiple notifications for various account activity.

- ❖ Setup Alerts for Email
  - Select Email Alerts Configuration  and enter email
- ❖ Setup Alerts for Cell Phone
  - Select Phone Alerts Configuration  and enter phone number
- ❖ Select Security Alerts
  - Choose Alerts
    - Select method to receive alerts
      - Email 
      - Phone 
- ❖ Select Account Alerts
  - Choose Account to receive alerts for
    - Choose Alerts
      - Select method to receive alerts
        - ◆ Email 
        - ◆ Phone 

# Settings

---

- ❖ Change Account Order
  - Press and hold account and slide up or down to the order you want
- ❖ Language Displayed
  - Select language of choice
- ❖ Account Settings
  - Choose account
    - Hide Account
      - Toggle on to hide any account you do not want visible in the Accounts section
    - Nickname 
      - Rename the account to something more familiar

# Profile

---

This information updates your profile within the bank system.

- ❖ Edit Your Profile
  - Verify / Enter Email Address
  - Verify / Enter Mobile Phone Number
  - Verify / Enter Street Address
  - Verify / Enter City
  - Verify / Enter State
  - Verify / Enter Zip Code

## Username Log

---

## Password Log

---

Password 8 characters or more

Include at least 1 upper case letter

Include at least 1 number

Include at least 1 special character:

( ! @ # \$ % ^ & \* \_ - + = ( ) [ ] { } \ / : ; , . ? )