

## Business Banking Direct Mobile App Guide

Access to Business Banking Direct is also offered as an iOS or Android mobile app for phones and tablets. Minor feature differences exist when accessing online banking from the mobile apps. Please visit the Apple App Store or Google Play Store to install.

### System Requirements

- **Apple** - search for “Direct for Business Customers” or follow this link: [iOS Mobile App in the Apple App Store](#)
  - iPads and iPhones running iOS 9 or newer
    - Note: Only the most recent release of an OS version is supported. For example, if iOS 10.4.9 is publically available, then release 10.4.8 is no longer supported. However the most recent release of iOS 9 would still be supported.
- **Android** - search for “Direct from Sunflower Bank and First National 1870” or follow this link: [Android Mobile App in the Google Play Store](#)
  - Phones and tablets running OS 5 or newer
    - 1.2 GHZ dual core chip or better
    - 1 GB or more of RAM

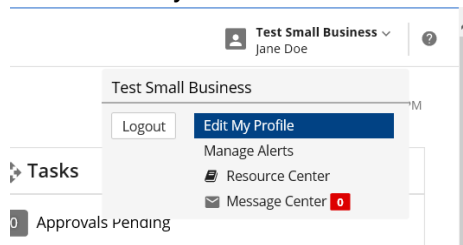
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### App Registration

Complete the registration process after downloading the mobile app from the Apple App Store or Google Play Store. Once installed, the following is needed to complete registration:

#### Activation Key

- The password you received via secure email that is used for your log in credentials is the software activation key as well.
- If you no longer have your email containing your password you can view the software activation key in Business Banking Direct. You must log into the system from a computer to obtain this information.
- This is found under the “Edit My Profile” option from the upper right hand corner. You will need to be a system administrator to view your software activation key here.



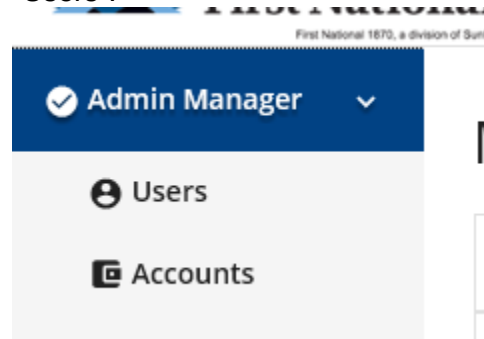
- You will then see your “Software Activation Key” displayed



The screenshot shows a form for the 'Software Activation Key'. It includes a text input field with the format 'XXX-XXX-XXXX', a 'Reset' button, and the displayed key '43NLFJ47'. Below the key, it shows 'Remaining Uses: 2' and 'Expires: Jul 15, 2019 11:31 PM CDT'.

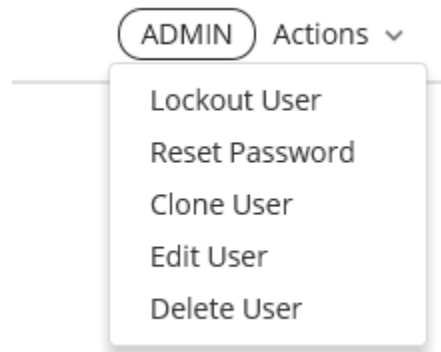
#### Security

- If you are not a system administrator, your system administrator can locate your software activation key for you. They will need to log into Business Banking Direct and select “Admin Manager” and click on “Users”.



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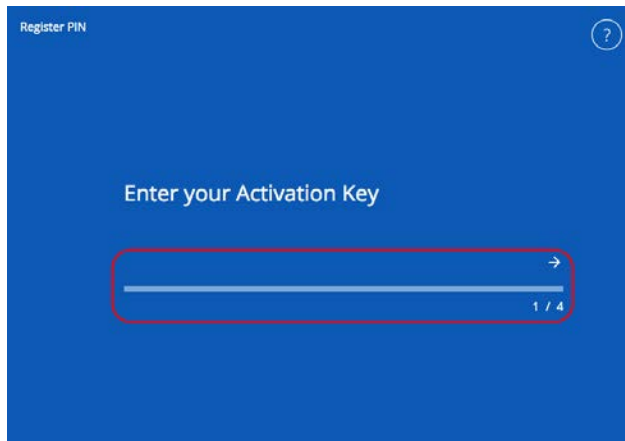
Your administrator should select your user and click on the “Actions” button from the upper right hand corner then click “Edit User. The software activation key can viewed here.



- You will also need access to the email or mobile phone number saved to your user’s profile

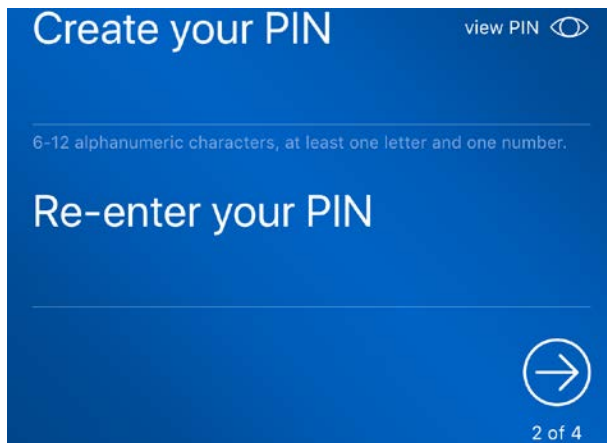
1. **Provide credentials:** Once the app has been installed on your mobile device, open the app. You will then be prompted to enter the Activation Key your obtained via secure email or from your “My Profile” screen

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2. **Create a PIN:** Next, in the “Create your PIN” field, type in a value that adheres to the required PIN structure. Advance to the next field, “Retype to verify your PIN”, and type in the same value entered in the previous field. Select the right arrow to submit the PIN and advance to the next step.

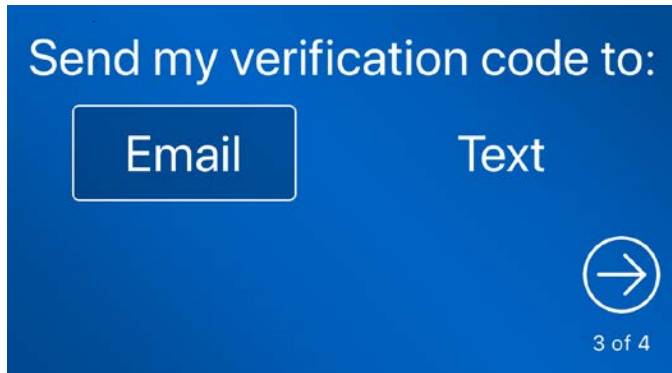
3.



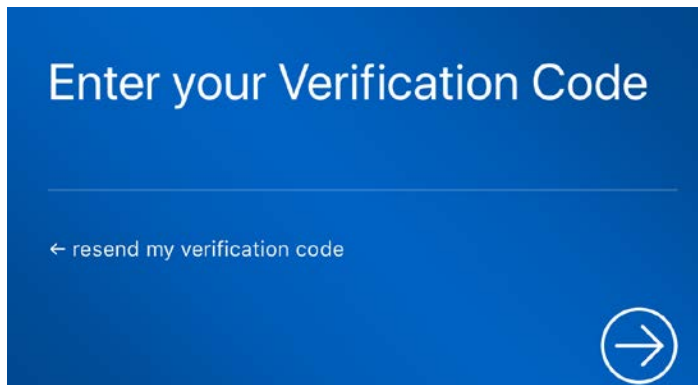
4. **Select user verification code delivery method:** To confirm your identity, the system sends a verification code to you. You must enter this verification code on the next screen. Select whether to receive the verification code via "Email" or "SMS" (text message) and

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click the right arrow to advance to the next step. *\*Note: You must have already logged in and opted in to receive text communication from the “Edit My Profile” screen to have the ability to receive the verification code via text.*



5. **Enter verification code:** Verification codes are sent immediately, but there may be a small delay before they appear in your inbox or on your mobile device. Enter the verification code you receive and click the right arrow.



6. **Success!** If the registration is completed you will be presented with a “Success!” message, click the arrow, and you will be taken to the mobile app login screen and can now enter your PIN and access the app.

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7. **Enable Touch ID in place of the PIN:** For easier access to the PIN, you can enable Touch ID from the app PIN screen. Touch ID will then take the place of your PIN going forward.




*Note: PINs are device-specific and managed independently from other passwords/PINs used to perform browser logins, or PINs used to access online banking app installed on other devices.*

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### Feature Differences in Mobile App

The following features may not be available or may behave differently when accessing Business Banking Direct from the mobile app, or when space is not available because the browser screen is too small.

1. **Accounts**
  - a. To access *Transaction Search*, select **Actions** then **History**.
2. **Admin Manager**
  - a. **Users** - select **Services** from the *User Details* section to access available user settings.
3. **Bulletins Banner** - go to **Messages** to access this feature.
4. **Payments**
  - a. **Bill Pay** - this service is not supported in the mobile apps.
5. **Home/Dashboard** - This page and its associated widgets are not offered when using the phone app and some tablet apps. If this page is offered, widgets cannot be moved around.
6. **Hover** - this feature is not supported in the mobile apps.
7. **Main Menu** () - select this icon to access available services.
8. **Miscellaneous**
  - a. **Reorder Columns** - this feature is not supported in the mobile apps.
  - b. **Select Columns** - this feature is not supported in the mobile apps.
  - c. **Sort** - this feature is not supported in the mobile apps.

If you have questions about the Business Banking Direct mobile app, please contact us at:

Phone: 888-827-5564

Email: [CustomerService@SunflowerBank.com](mailto:CustomerService@SunflowerBank.com)

Mon - Fri 8:00 am - 8:00 pm CDT / 7:00 am - 7:00 pm CDT

Saturday: 8:00 am - 4:00 pm CDT / 7:00 am - 3:00 pm CDT