

# 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. 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 11.0 or newer
  - Note: Only the most recent release of an OS version is supported. For example, if iOS 100.4.9 is publically available, then release 100.4.8 is no longer supported. However, the most recent release of iOS 99 would still be supported

**Android** - Search for “Direct from Sunflower Bank & First National 1870” or follow this link: [Android Mobile App in the Google Play Store](#)

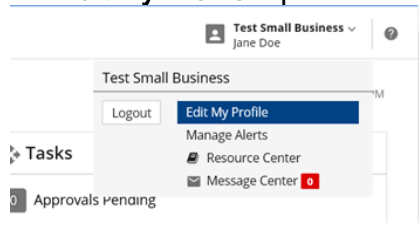
- Phones and tables running OS 5 or newer
  - 1.2 GHZ dual core chip or better
  - 1 GB or more of RAM

## 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 software activation key is the same as the password received via secure email that is used for your login credentials.
- This can also be found by clicking on “**Edit My Profile**” option from the upper right hand corner.



- You will then see your Software Activation Key displayed.

Format: XXX-XXX-XXXX

Software Activation Key

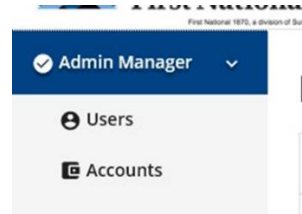
43NLFJ47 Reset

Remaining Uses: 2  
Expires: Jul 15, 2019 11:31 PM CDT

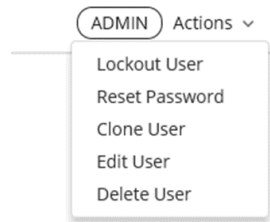
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Security

- System administrators can also view the software activation key within Business Banking Direct.
  - Note: If you are not a system administrator, your system administrator can locate your software activation key for you. They will need to click on the Administration module, click the “Users” button next to your name and click edit. They can view your activation key here.

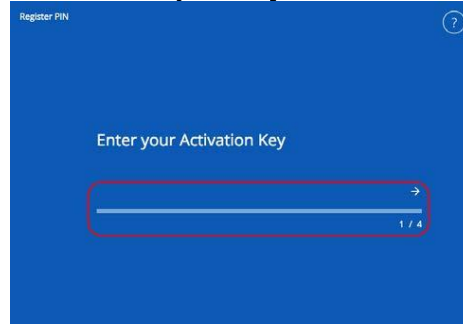


- Your administrator should select your user and click on the “**Actions**” button from the upper right hand corner then click “**Edit User**”. The software activation key can be viewed here.



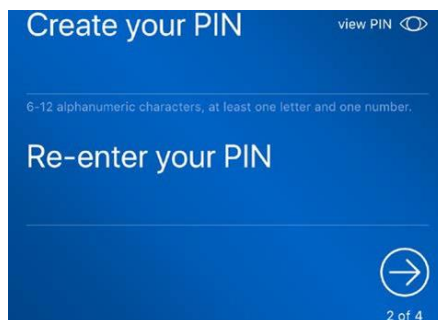
## 1. Provide Activation Key

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



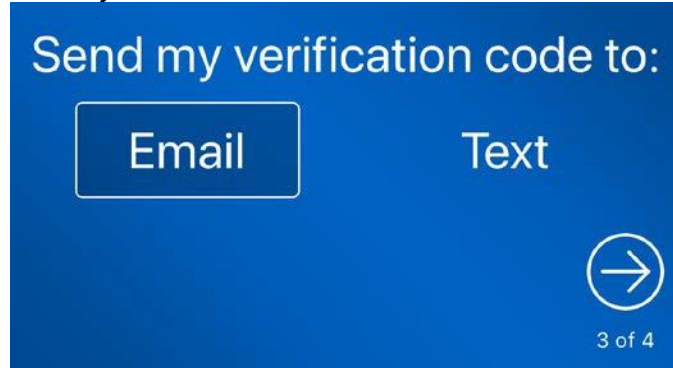
## 2. Create a PIN

Next, in the **Create your PIN** field, type in a value that is 6-12 alphanumeric characters, at least one letter and one number. 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.



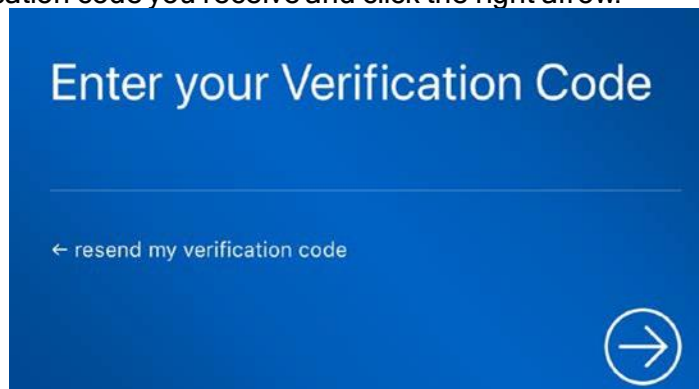
### 3. Select user verification code delivery method

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 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*



### 4. 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.



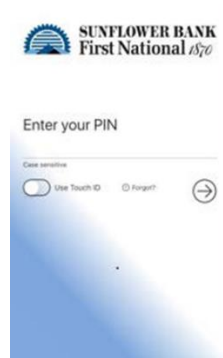
### 5. Success!

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



## 6. 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 place of your PIN going forward.



Note: PINS are device-specific.

## 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

- To access *Transaction Search*, select **Actions** then **History**.

### 2. Admin Manager

- 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

- 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

- Reorder Columns** - this feature is not supported in the mobile apps.
- Select Columns** - this feature is not supported in the mobile apps.
- 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 CT / 7:00 am - 7:00 pm CT

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