BUSINESS MOBILE FAQS

Who can use S&T Bank's Business Mobile App?
S&T's Business Mobile App is available to all Business Online Banking Basic and Business Online Banking Premier customers. The app is available for iPhone®, iPad®, Android™, and Android™ Tablets.

How do I enroll in Business Mobile Banking?
Simply download the S&T Bank Business Mobile banking app for your device. Log in to the app using your current Business Online Banking Company ID, User ID and Password or Token Passcode. You must have your mobile phone number listed in online banking prior to logging into the app for the first time. If you are unsure or need to update it, you can do so by contacting support at 888.935.2274. Any additional company users will need to be enabled by the company's business online banking administrator.

Download on the App Store   Get it on Google Play

How do I enroll additional users for S&T's Business Mobile app?
The business online banking administrator for the company can enable additional users by visiting the **Administration** menu within S&T's Business Online Banking. From there, select **Company Administration** and click on **User ID. Under Roles** enable **Approval,** then **Services & Accounts** and **enable Mobile Banking**. The changes should be saved by clicking at the bottom of the page.

What are my login credentials?
You use the same login information as you do for Business Online Banking including: Company ID, User ID and Password or Token Passcode.

Is there a fee to use S&T Bank's Business Mobile App?
S&T Bank does not charge a fee to download our app. Your carrier's data charges may apply when you use this service, so check with your mobile provider.

FUNCTIONALITY
Which accounts can I access?
You can view the accounts that your currently have access to within S&T Bank's Business Online Banking.

What functions can I perform with S&T Bank's Business Mobile App?
Functionality within the app is based on the access you have within Business Online Banking.

- View account balance and transaction history
- Transfer funds between S&T Bank accounts
- Approve outbound wire or ACH transactions
- Review and approve Positive Pay exceptions
- Pay bills
- View statements (not available on tablet devices)
- Find a branch location

Can I pay bills through the Business Mobile App?
Yes, you can make bill payments to payees you have already established through Business Online Banking. You can also set up new payees and make edits to existing payees.

Can I see statements in the Business Mobile App?
Yes, statements can be accessed from the More menu within the smartphone apps on iPhone® and Android™ devices. Statement viewing is not supported on tablet devices. Android customers will need to download a third-party PDF viewer in order to view the statements.

Is S&T Bank's Business Mobile App secure?
S&T Bank's Business Mobile App features multiple layers of security, including password protection and the SSL (Secure Sockets Layer) communication protocol, which employs 128-bit encryption. Only the phones you enroll can have access to your account and account information is not stored on your phone. In the event that your phone is lost, the service can be immediately disabled by visiting the Mobile Banking Center within Business Online Banking or calling us at 888.935.2274.

TROUBLESHOOTING

I downloaded the app, but I am having difficulty logging in; is there something else I need to do?
Contact your company's business online banking administrator to be sure mobile banking access is added to your profile. You must have the Approval Role and your mobile phone number will need to be listed in your user profile to allow for login.

For the first several logins to the mobile banking app:

- Users will experience multiple instances of requests for Security PIN at log in.

- Users will likely also be required to enter full credentials (User ID and Password) before being permitted to consistently utilize Touch ID, Passcode or Facial Recognition to log into mobile banking.

- This is expected behavior until full device profiling is completed and the algorithms denote a confident in the user's identity.

- Note: For Sprint customers not receiving security pin -text "Allow 32858" to the number 9999, and this should allow the texts to be received without issue. For T-Mobile users, the user may need to contact his/her carrier to unblock short codes.

- Note: The timeout is five (5) minutes for app inactivity.