

CSB Mobile Upgrade

Quick Reference

Do I need to download the new version of the app, or will it update automatically?

If you have automatic updates enabled for apps on your device, the app will automatically update.

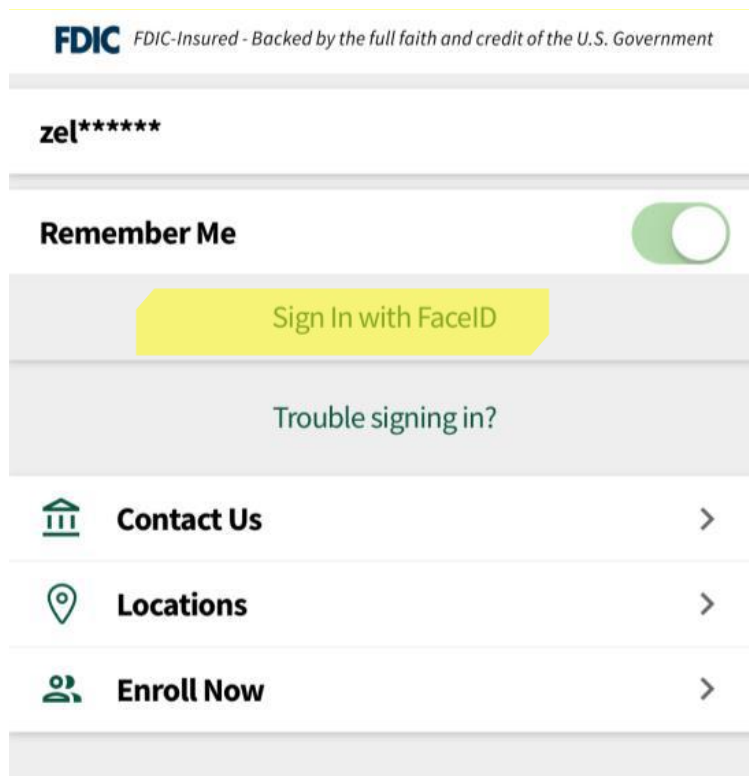
A “force update” will run two days following the initial go live date of 8/19/25. At that time, when accessing the CSB Mobile app, *if you do not have automatic app updates enabled you will receive an error message informing you to download the new version before you can proceed.*

What are the compatibility requirements / recommendations for CSB Mobile?

CSB Mobile is certified on the current and two previous Android and Apple operating system (OS) versions. Since upgrades to OS versions happen often, this information can be found on the Android and Apple websites to determine the latest OS version, and then verify your device is running on one of the two most recent versions.

Why are Biometrics not working?

If the app is running in the background on your phone when you open it, you must select “Sign-in with FaceID” to trigger biometrics. If the app is not running in the background, when you open the app, biometrics will be automatically triggered.




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Remember Me ☒

Sign In with FaceID

Trouble signing in?

 Contact Us >

 Locations >

 Enroll Now >

Text Banking

Text banking will be shut off 45 days after the upgrade as part of the standard upgrade process.

- **Example of Text Banking:** A customer texting the letter “B” to a short code to receive their Balance via Text Message.
- SMS Alerts will remain functional. Text Banking is a separate feature from SMS Text Alerts.

What features are no longer available in Flex Mobile?

Based on the strategic product direction, the following features are not supported in the upgraded Mobile App (and are not on the roadmap). Please reference the list below before submitting a ticket.

- **Appointment Scheduler**
- **Digital Receipts**
- **Financial Calculators**
- **Locations**
- **Mobile Only** - The definition of Mobile Only is a user that only has Mobile Credentials and are **NOT** enrolled in CSB Online.
 - If you are in this category, you will need to enroll in CSB online so you can then utilize the upgraded Mobile App.
- **Passcode** - The 4-digit passcode that customers could use to log into the prior app version is NOT supported in the upgraded Mobile App.
 - You can fall back to the iPhone Passcode to log in by disabling biometrics with Mobile App. However, Android phones do not have that capability.

Older phones will not be supported by Flex Mobile.

Customers who are using phones no longer supported by the manufacturer will not be supported by the upgraded Mobile app either.

- We do not have a list of supported devices, but we support the current and previous two operating systems
- Customers can still use the browser to access CSB Online.

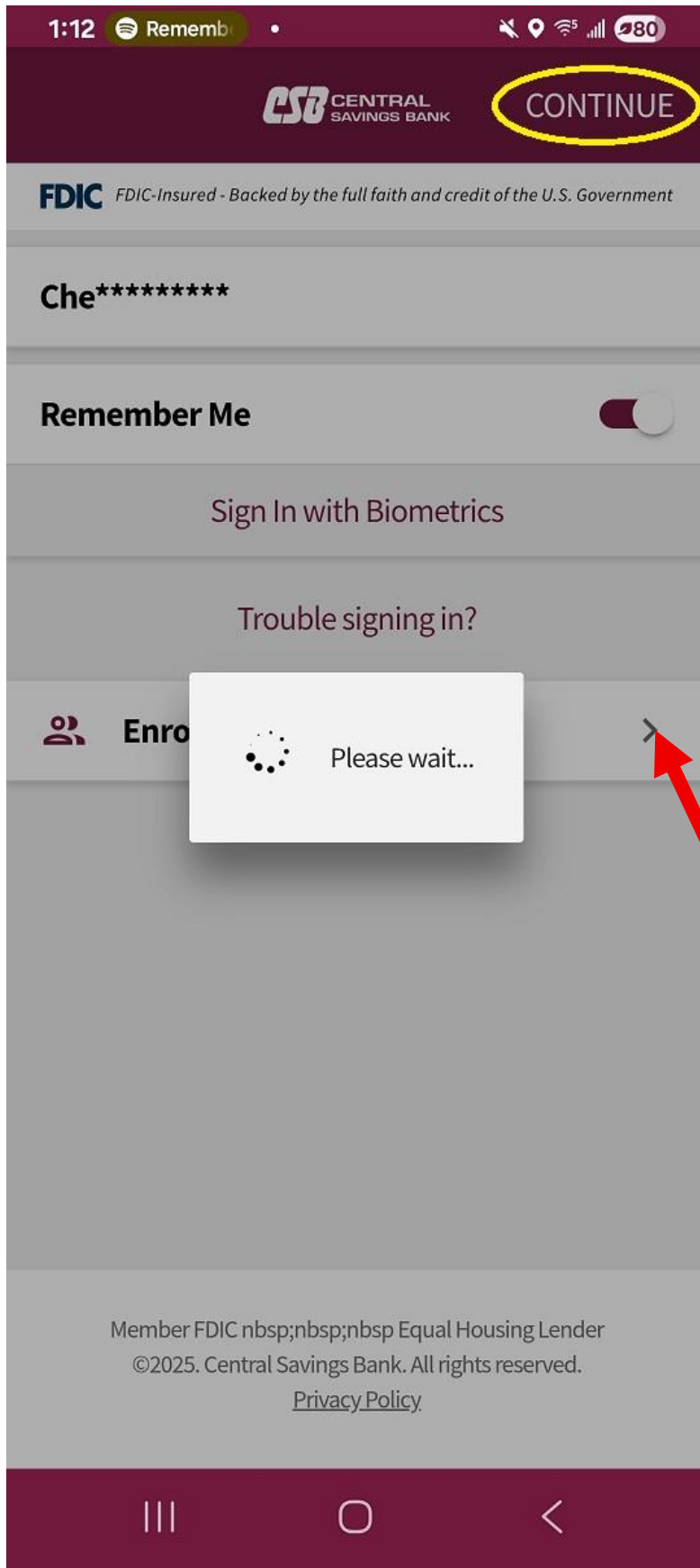
LOGIN Reminder

Upon entering the username Select **Continue** in the upper-right-hand corner .

If you are not enrolled, select **“Enroll Now”** , which is towards the middle of the screen. Then follow the prompts and complete the information for your enrollment.

How To / Screenshots

Log in

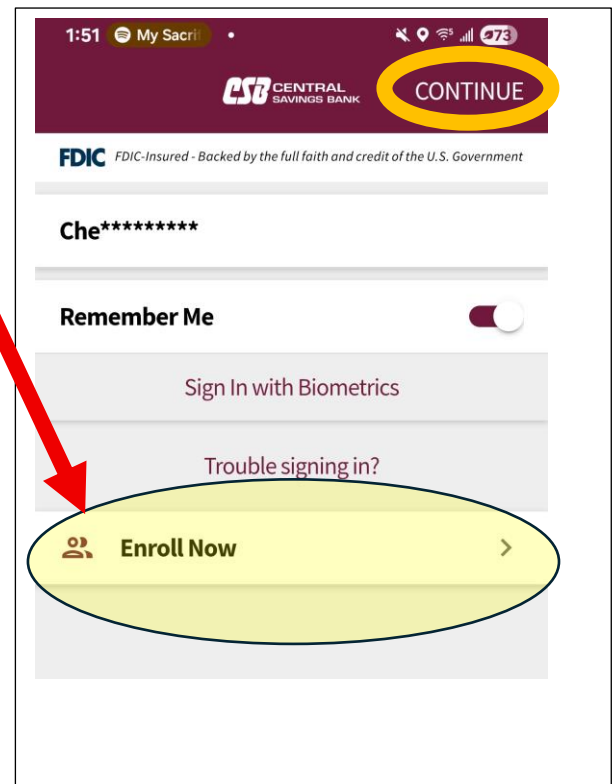


If you are having an issue logging in:

Please ensure you are NOT accidentally selecting “ENROLL NOW” after entering your username and password.

The Enroll Now option is only for NEW users to enroll.

Existing customers should enter their username and password , then select Continue in the top Right corner .



Accounts/Landing page view

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ACCOUNTS

View All

CHECKING ACCOUNT-
*1

\$92.47
Available Balance

CHECKING ACCOUNT-
*2

\$2,513.04
Available Balance

CHECKING ACCOUNT-
*3

\$310.93
Available Balance

STATEMENT SAVINGS-
*5

\$230.63
Available Balance

Installment Loan-
*8

\$9,224.40
Current Balance

Accounts

Transfers

Bill Pay

Deposit

More

|||

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“More” Option for expanded Menu

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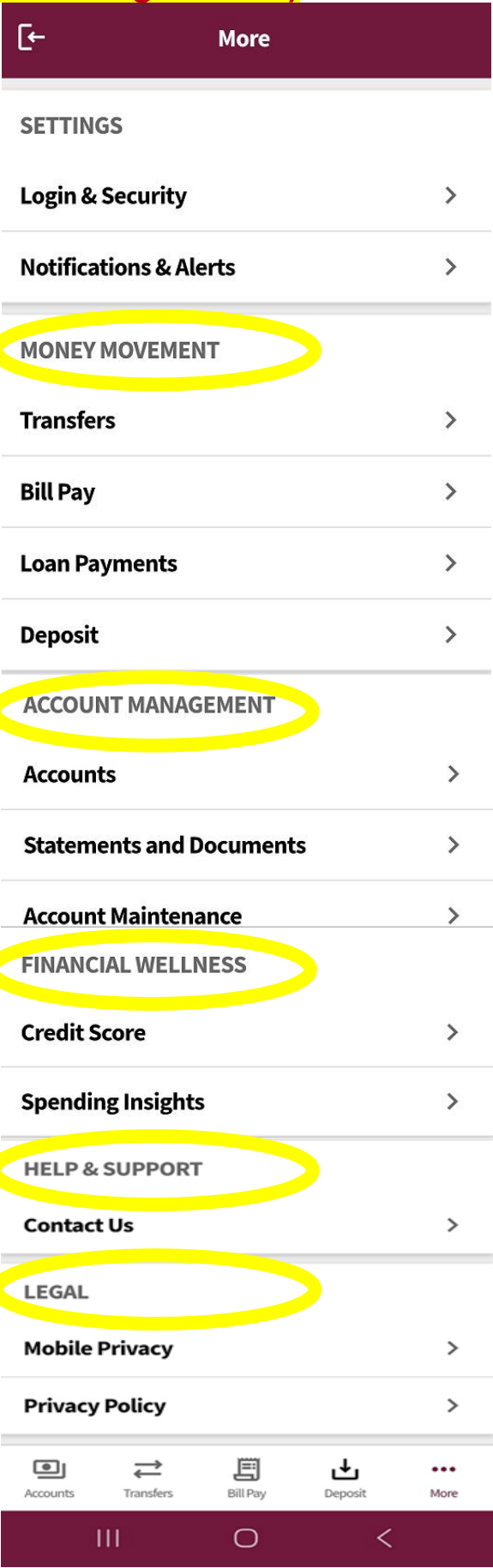
Transfers

Bill Pay

Deposit

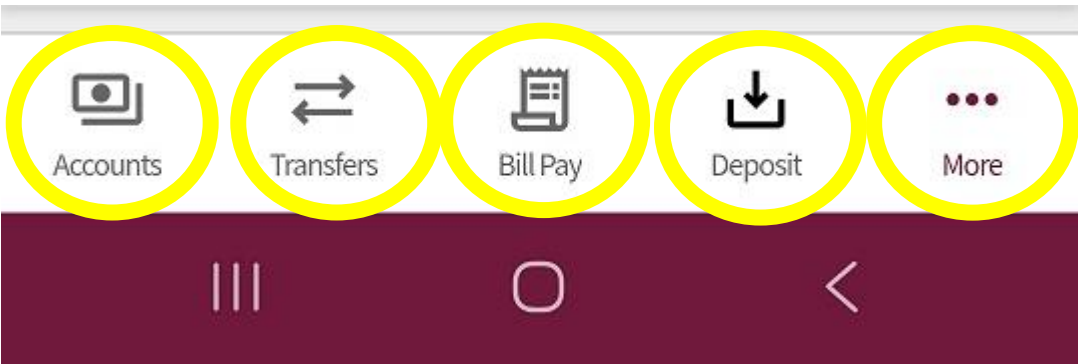
More

Expanded Menu (After selecting “More”)

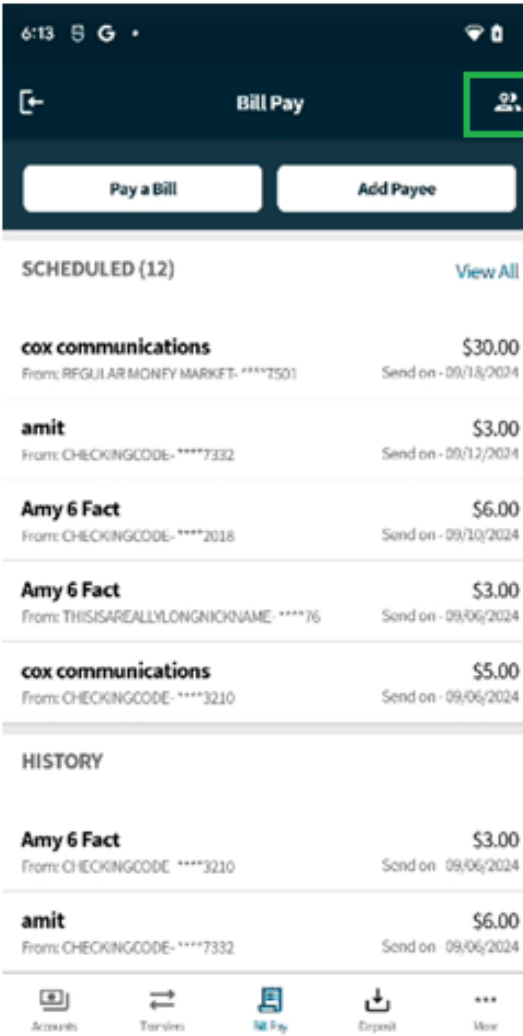


Navigation/Menu at Bottom

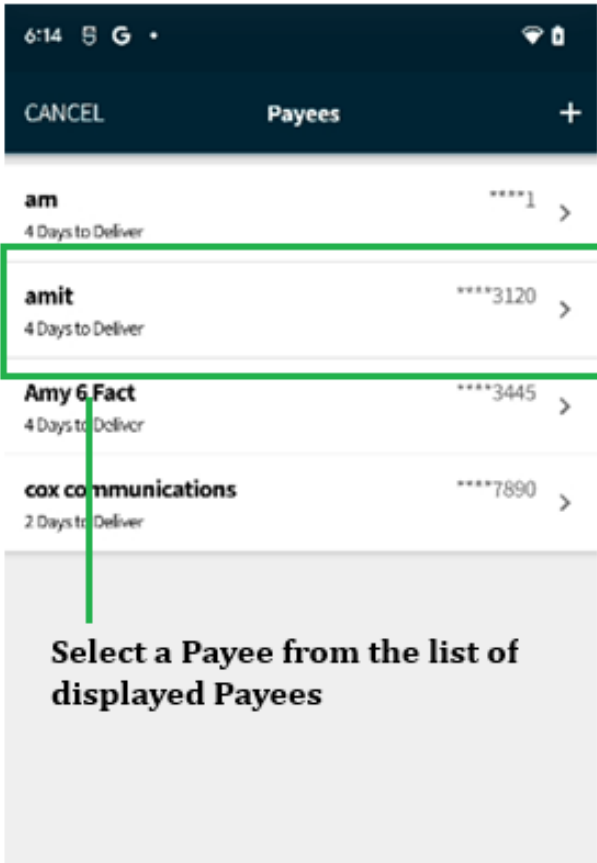
This Menu will display throughout navigation so you can quickly go back to these landing pages.



How to Modify/Delete Payee in Bill Pay, on Mobile App (Please see Screenshots below)



To Modify/Delete a Payee, Select the People Icon



Select Edit

6:14 5 G +

← Details EDIT

Ameren
*3120

Nickname **amit**

Address **PO BOX 2522, DECATUR, IL
625251863**

Phone **(800) 755-5000**

Pay Bill

6:15 5 G +

← Edit UPDATE

Ameren

amit

5123123120

62525-1863

Delete Payee

On the Edit screen, you can Update the Payee information by selecting Update or Delete the Payee by selecting Delete Payee