

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.

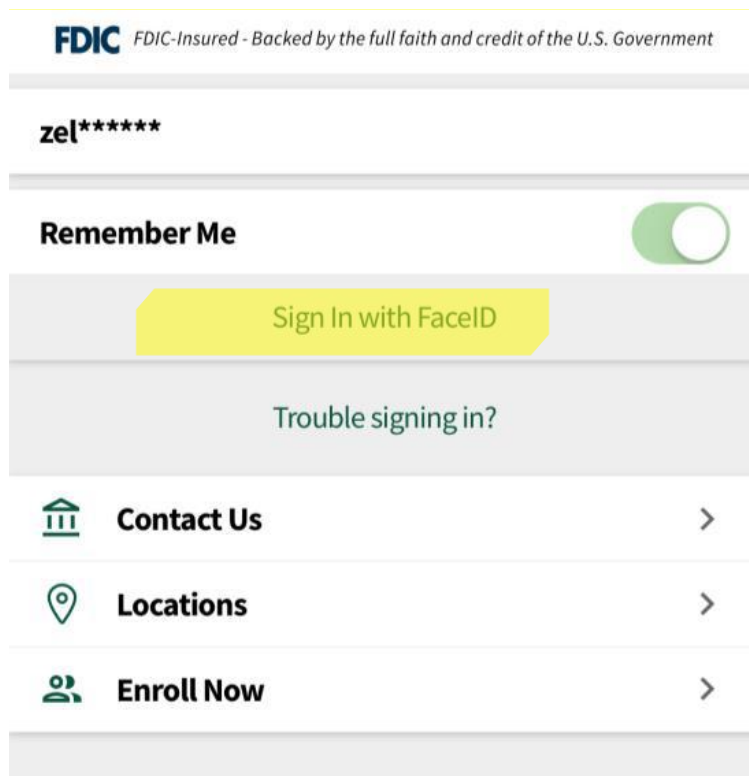
A “force update” will run two days following the initial go live date of 8/19/25. At that time, when accessing the CSB Mobile app, *if you do not have automatic app updates enabled you will receive an error message informing you to download the new version before you can proceed.*

What are the compatibility requirements / recommendations for the CSB Mobile App?

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 the new CSB Mobile App (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 the new CSB Mobile App (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.

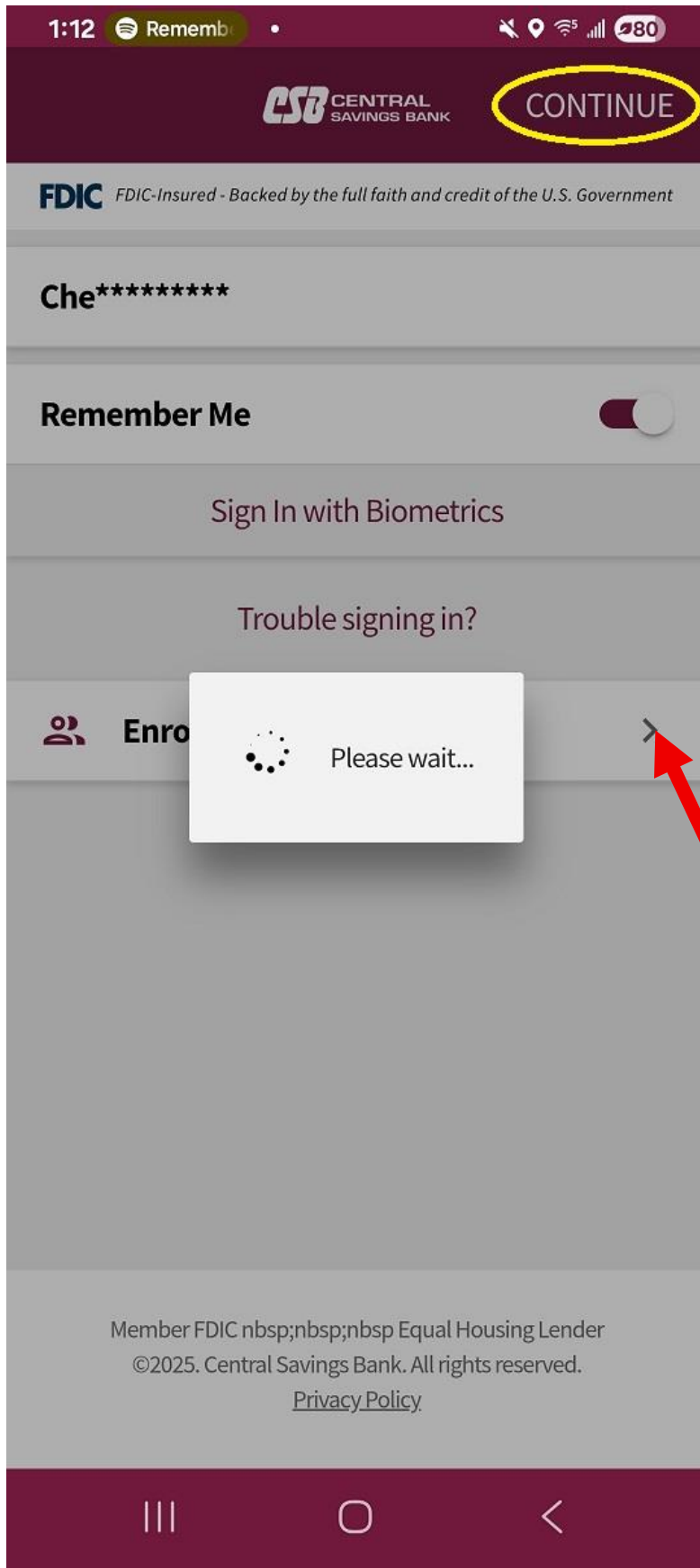
LOGIN Reminder

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

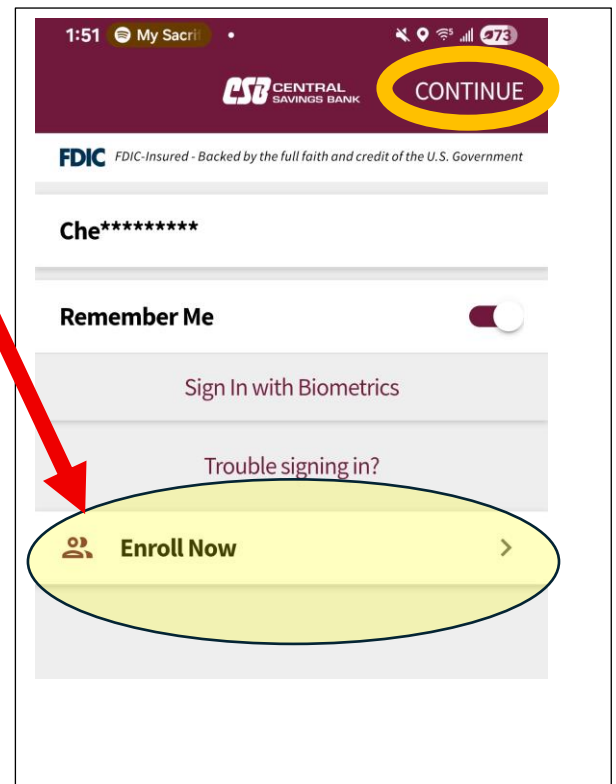


If you are having an issue logging in:

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

“More” Option for expanded Menu

CENTRAL SAVINGS BANK

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ACCOUNTS

View All

CHECKING ACCOUNT-
*1

\$92.47
Available Balance

CHECKING ACCOUNT-
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\$2,513.04
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Accounts

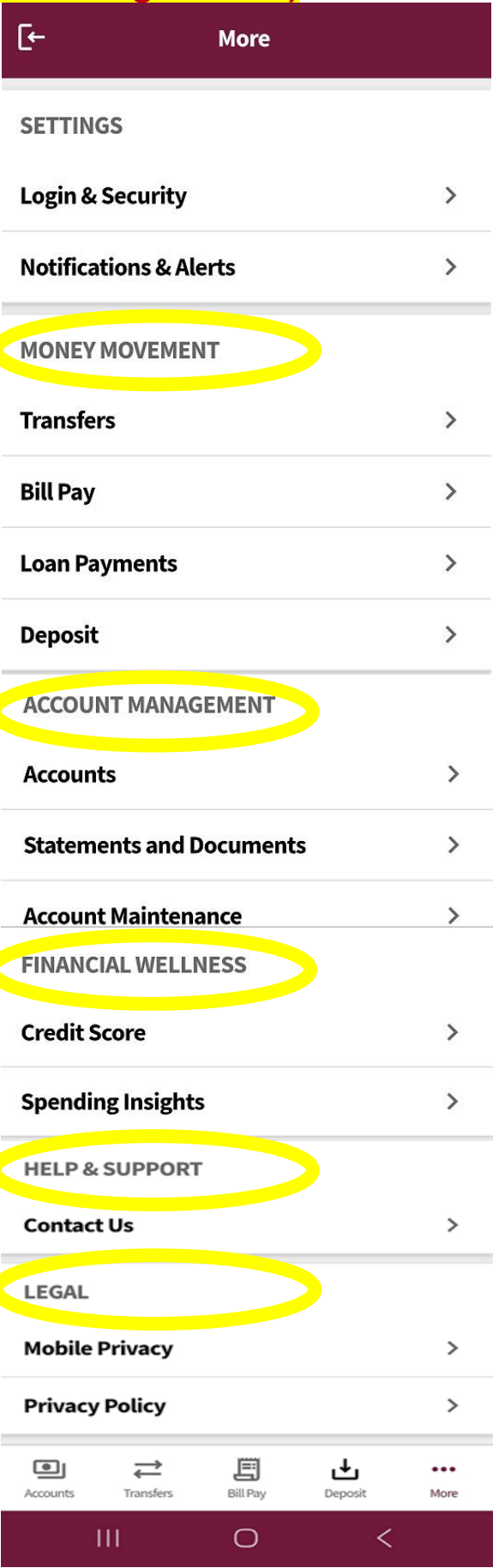
Transfers

Bill Pay

Deposit

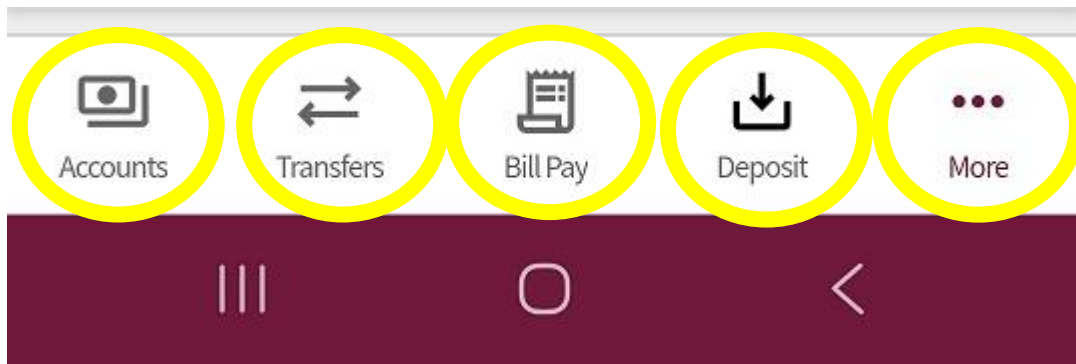
More

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.

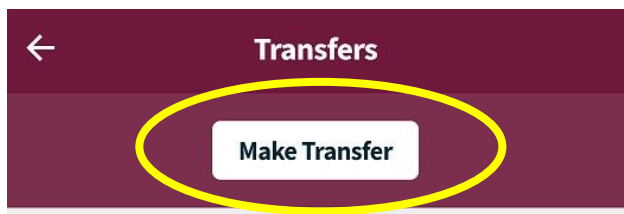


How to make a Transfer

From the “Accounts”(landing page), go to the menu at the bottom of the page → Select “Transfer”



After selecting “Transfer” , you will be taken to the “:transfers” landing page → Select “Make Transfer”



SCHEDULED

Currently there are no transfers that are scheduled.

HISTORY

[View All](#)

After you select **“Make Transfer”** → Complete the Transfer information fields (Highlighted below) , then→ select **“Continue”** (top right corner)



← 5 (CONTINUE)

(after fields below are completed)

MAKE TRANSFER

From	>
To	>
Amount	>
Description (optional)	>
Frequency	>

← 1

← 2

← 3

← 4

From	STATEMENT SAVINGS- [] \$300.73 Available balance	>
To	CHECKING ACCOUNT- [] \$474.24 Available balance	>
Amount	\$50.00	>
Description (optional)		>
Frequency	Today Only	>

Transfer \$50.00 from STATEMENT SAVINGS [] to CHECKING ACCOUNT- [] Today Only

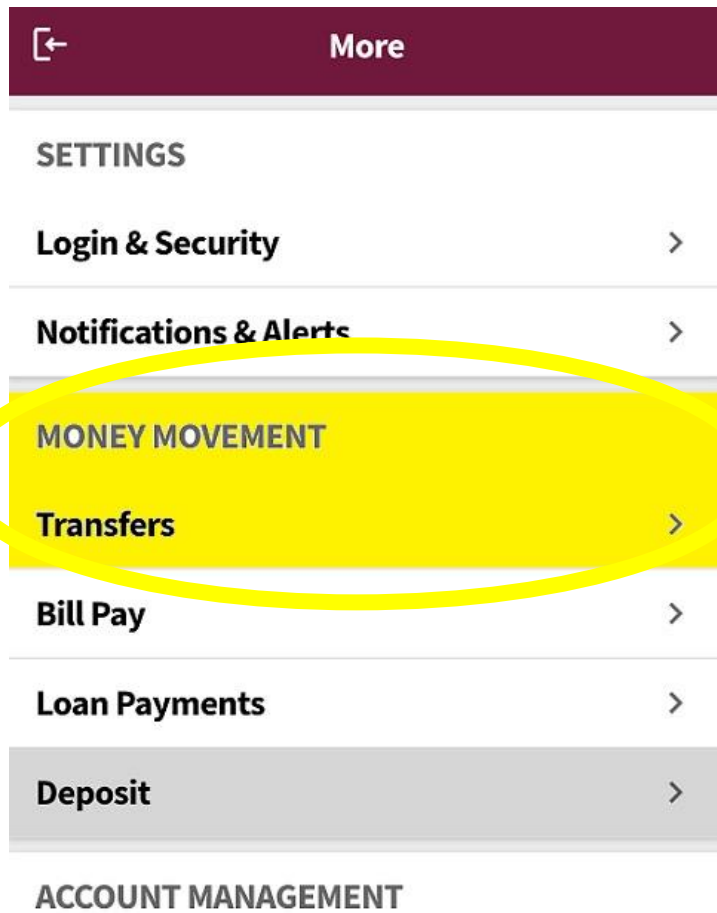
Submit Transfer

Cancel

After you select Continue → Review the details of your transfer .

If correct → Select **“Submit Transfer”** to complete the transfer

You may also access “Transfers” from the main Menu under “Money Movement” → The path to complete the transfer will be the same as above.

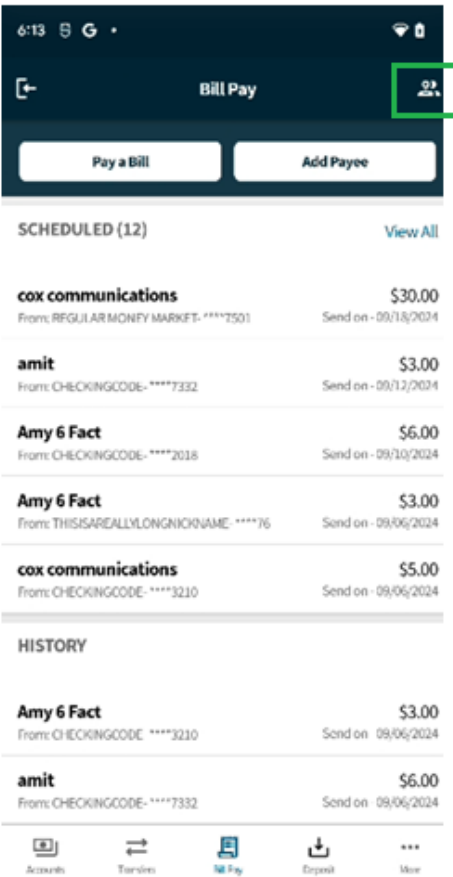


Important Note

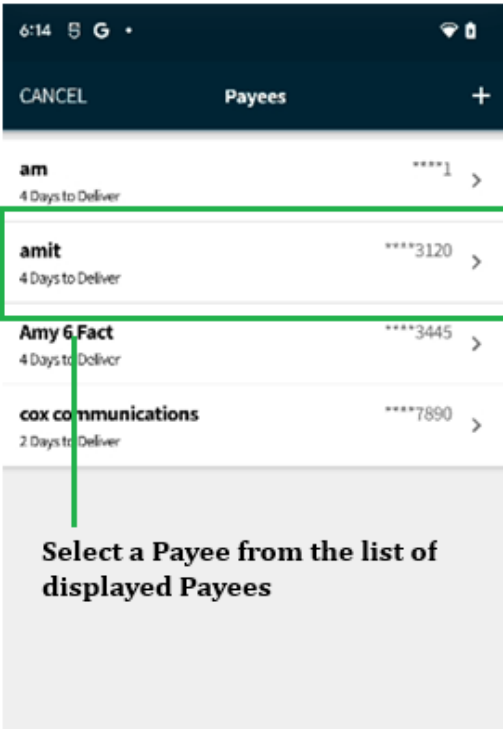
IF YOU HAVE A HOME EQUITY ACCOUNT YOU WANT TO DRAW FROM:

- 1) YOU MAY FOLLOW EITHER OF THE TRANSFER PATHS SHOWN ABOVE.
- 2) FOR THE TRANSFER DETAILS → SELECT THE HOME EQUITY ACCOUNT AS THE ACCOUNT TO “TRANSFER FROM”
- 3) COMPLETE THE REMAINING TRANSFER STEPS AS SHOWN IN THE EXAMPLES ABOVE

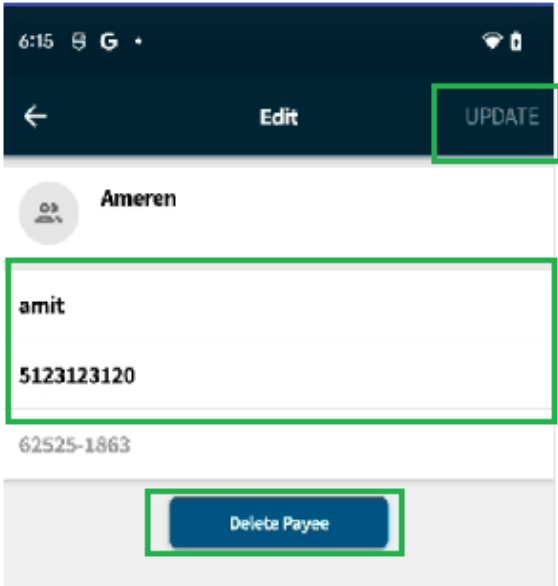
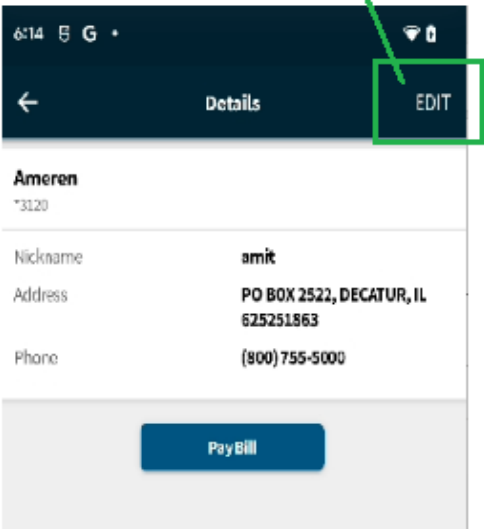
How to Modify/Delete Payee in Bill Pay, on Mobile App (Please see Screenshots below)



To Modify/Delete a Payee, Select the People Icon



Select Edit



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