

Webster Web-Link® Mobile FAQ's

How do I enroll for Web-Link Mobile Banking?

Contact your Company System Administrator (CSA). In organizations with mobile capabilities, CSAs can enable users for mobile. See the Mobile Enrollment Quick Reference Guide for step-by-step instructions.

How can I access Web-Link Mobile Banking?

The Webster Web-Link mobile app is available in the Apple App Store and Google Play Store for download to Apple and Android smartphones and tablets. We do not recommend accessing the full site from a mobile device as it will not provide an optimal experience and some features and functions may not work properly.

What are the differences between Web-Link Online Banking and Mobile Banking?

The mobile app is optimized for your mobile device so that it is easier to use. The online banking solution offers more features and functions than the mobile app.

What types of transactions can I do through Mobile Banking?

The following describes the mobile functionality and how it works within the Webster Web-Link Mobile App. All functionality may not be available to users; users must be entitled by their CSAs.

Balances:

- View the opening available balances of accounts that are linked to the company to which you are an entitled user. The balance displayed within mobile is updated daily. Balances refresh by 7:00 AM ET each day. This balance is the equivalent of the opening available daily balance on the desktop site.

Transactions:

- View transaction history, either most recent transactions or for a specific date range.

Transfers:

- Transfer funds between two accounts at Webster Bank.

Note: Use decimals appropriately. Dollars without decimals will be treated as whole dollars, for example 10 = \$10.00.

Note: There is no "Approve on Submit" option in Mobile as in desktop Web-Link Mobile transfers require two steps: access "Transfers" to create, the access "Approvals" to approve.

Approvals:

- Approve or reject transactions, such as ACH, Wire, Stops, and Transfers. **Note:** You will not see a warning message via mobile if there are insufficient funds in your account at the time of wire approval.

Positive Pay:

- View check images and decision Check Positive Pay items on your mobile device. You cannot decision ACH Positive Pay items on your mobile device; however, you can view items that you previously decided on the desktop version of Web-Link.

Deposit Checks:

- Use the camera on your mobile device to deposit checks into your eligible checking, savings, or money market account.
- View the history of check deposits, including images.

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Business Bill Pay:

- Pay vendors or other businesses from your Webster accounts.

Location Finder:

- Look up location details of Webster branches and ATMs by simply entering a zip code.

Note: Location Finder pulls ATMs and branches within that specific zip code, or city and state, not by nearby location.

Alerts:

- Any alerts you wish to receive on your mobile device via text message must be set up on the desktop version of Web-Link. Please refer to the Alerts – Descriptions via *Webster Web-Link Quick Reference Guide* in the Client Information Center.

Are there fees to use Mobile Banking?

Currently there are no additional fees to access available Web-Link services via the mobile banking app. Message and data rates may apply. Check with your mobile services provider for any charges that may apply for data usage on your mobile device.

What is my company ID, user ID and password for Web-Link Mobile Banking?

Your company ID, user ID and password are the same as your Web-Link online banking credentials.

What do I do if I've forgotten my company ID, user ID or password?

Contact your CSA. For forgotten passwords, if you have access to a computer, the self-service password reset option is available provided you previously setup your password reset security questions and answers.

Where can I find the mobile system requirements for Web-Link Mobile Banking?

The mobile system requirements can be found on the toolbar of the downloadable mobile application (app) for Web-Link.

Do I need Trusteer Rapport to use Mobile Banking?

Yes, we require the same level of security as our online banking solution for mobile devices that access Web-Link via our mobile app.

Trusteer Rapport is embedded directly into our mobile app.

Can I use a Rooted or Jailbroken mobile device with Web-Link Mobile Banking?

No, devices that have been rooted or jailbroken increase the ease at which cybercriminals can attack the device. Web-Link Mobile Banking detects if the mobile device has been rooted/jailbroken and will block the device from successfully using the mobile application.

Note: Jailbreaking is the process of removing software restrictions put into place by Apple on devices that run the iOS OS. Rooting allows an Android user to gain privileged control of the device, overcome limitations that carriers and original equipment manufacturers put on devices and completely remove and replace the entire operating system of the device.