



WSB Mobile Banking FAQ

Getting Started

Q: How do I get the WSB Mobile App?

A: Download the WSB Mobile App from the Apple App Store or Google Play Store.

Q: How do I log in after enrolling?

A: Open the app, enter your username and password, and follow any additional security prompts such as Multi-Factor Authentication (MFA). You can also enable biometric login (Face ID or Touch ID) for faster access.

Security & Alerts

Q: How do I change my password?

A: Tap your profile icon in the top right, select Change Password, and follow the prompts.

Q: Can I receive alerts for account activity?

A: Yes. Go to the Menu (≡ symbol) in the top left, select Alerts in the menu to set up notifications for transactions, balances, and security events.

Q: How do I enable biometric login?

A: Once logged in, go to the Menu (≡ symbol) in the top left, Settings, and toggle on Use Biometric Authentication.

Account Access & Navigation

Q: What can I see on the Home Dashboard?

A: The home dashboard provides a snapshot of your account balances, and quick access to features like transfers and messages.

Q: How do I view my account details and transaction history?

A: Tap the three dots next to an account from the home dashboard to view transaction history, check images, and more.

Q: How do I edit the account nicknames?

A: Tap the three dots next to an account from the home dashboard, select Set Nickname, edit the field and tap Submit.

Q: How do I view my statements?

A: From the home dashboard, tap an account, then click on Statements. Choose a statement date to view or download the PDF.

Other Features

Q: How do I deposit a check using the app?

A: Once logged in, go to the Menu (≡ symbol) in the top left, Accounts, Mobile Deposit. Tap “Make a Deposit” in the top right, follow the prompts from here. REMEMBER to endorse your check as follows: “For Mobile Deposit Only to Westside State Bank, *your signature*”. If you’ve never used Mobile Deposit before, contact one of our branches to enroll!

Q: What is Quick Balance?

A: Quick Balance allows you to view account balances from the login screen without signing in. To enable, once logged in, go to the Menu (≡ symbol) in the top left, Settings, and toggle on.

Q: How do I find a branch or ATM?

A: Use the Locations  feature on the app login screen to find nearby branches and get directions via Google Maps.

Q: How do I pay bills online?

A: Enroll in Bill Pay through the online banking website, add payees, and schedule one-time or recurring payments. Once logged in, go to the Menu (≡ symbol) in the top left, tap Billpay.

Q: Can I manage my debit or credit card in the app?

A: Yes. You can activate a new card, register an existing, block/unblock your card, and set up alerts through the Manage Cards section. Once logged in, go to the Menu (≡ symbol) in the top left, tap Card Management.