



FREQUENTLY ASKED QUESTIONS

What functions can I perform from my mobile device?

You must be signed up for online banking and also enrolled in Kinderhook Bank Mobile Banking. You can then view transaction history, view account balances, transfer funds between accounts, and pay bills to existing billers.


How do I get signed up for mobile banking?

You must be signed up for online banking first. For step by step instructions, [click here](#) to view our demo. If you still have questions, contact our Electronic Banking customer service representatives at (518)758-7101.

I went through the steps to get enrolled in Kinderhook Bank Mobile Banking and now I am getting an error screen when I try to log in on my phone. What is wrong?

If your username contains a special character such as \$ or %, you will need to change your username. It is fine that your password contains special characters, but the Kinderhook Bank Mobile application is character sensitive to usernames. To change your username, please contact one of our customer representatives at (518) 758-7101.

Can more than one user access their account on a single device?

Yes, Kinderhook Bank Mobile allows multiple users to access their accounts using a single device. To change users, simply click on the "change"  button and enter the credentials for the next user.

What if I get a new phone?

If you got a new phone, but didn't switch phone numbers or phone providers, there is nothing you need to do. If you switched providers and/or phone numbers, log in to Online Banking from a computer and update your information by selecting "Options" on the top menu screen, scroll to the bottom and click "Mobile Banking Profile". Click "Manage Devices", select your phone number and click the down arrow to select "Change my phone number".

Why can't I add or change biller information on Bill Pay through my mobile device?

On mobile devices, some functions are limited. You must log in to Online Banking from a computer and add the new biller with their information. Once they have been added, you can then make payments to them from your mobile device.

How do I change or cancel a payment that I made on Bill Pay through my mobile device?

Once you login, select the "Payments" tab at the bottom of the screen; select "Manage Scheduled Payments" and then select the scheduled payment that you would like to change or cancel. You can then select to "Delete" or "Edit" your scheduled payment.

What if I no longer want to be a mobile user?

Log in to Online Banking from a computer and update your information by selecting "Options" on the top menu screen, scroll to the bottom and click "Mobile Banking Profile". Click "Manage Devices", select your phone number and click the down arrow to select "Stop using this device for mobile banking". Click "Go".

Can I use a Jailbroken phone or device to access Kinderhook Bank Mobile?

Jailbreaking is a method of "self-hacking" your smartphone in order to gain full access to all features of the technologies of smartphones. However, this makes the smartphone extremely susceptible to malware, viruses, and other malicious programs. We highly encourage customers not to use a jailbroken phone or device to access Kinderhook Bank Mobile Banking.