



## Educational Tips on using Mobile Check Deposit

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- Before logging into the Westmark Mobile App to do your Mobile Deposit, close all other apps running in the background on your mobile phone.
- Sign/Endorse the back of your check, and write on the back **“For Mobile Deposit Only.”** *This will help prevent accidental duplicate deposit attempts, or deposit in a second account once your initial mobile deposit has been made.*
- When prompted for the amount, carefully enter the check amount to ensure it matches the amount written on your check.
- Flatten folded or crumpled checks before taking your photos.
- Keep the check within the view finder on the camera screen when capturing your photos.
- Make sure all four corners of the check are inside the viewfinder guide brackets. If they are not, this may result in a failed deposit attempt during check validation.
- Try not to get too much of the areas surrounding the check.
- Take the photos of your check in a well-lit area.
- Place the check on solid dark background before taking the photo of it.
- Keep your phone flat and steady above the check when taking your photos.
- Hold the camera as square to the check as possible to reduce corner to corner skew.
- Make sure that the entire check image is visible and in focus, including all four corners of the check, before submitting your deposit.
- No shadows across the check.
- Check is not blurry.
- The MICR line (numbers on the bottom of your check) is readable.
- Keep your check for a period of time after deposit, usually a week, to ensure complete processing of check.

For questions regarding Mobile Deposits that have been made, please contact our Mobile Deposit Team at (208) 535-1120