



Geauga Savings Bank Mobile App

Frequently Asked Questions

What is Geauga Savings Bank Mobile Banking App?

This service that enables you to access our website where you can access your account information, transfer funds, and use our mRDC (mobile Remote Deposit) to deposit checks from your iPhone or Android phone.

What else can I do in the app?

Lots! You can find ATM locations, transfer between your GSB accounts and Pay Bills (for eligible users), you must first register for the bill pay feature and set up your payees on a computer before paying bills through mobile banking.

How does our mobile app work?

First you must download our mobile app either from the iTunes app store for iPhone or Google Play Store for Android. Just download the app your device, finish the setup and you are ready to enjoy all the convenience of our website, from your phone.

Is it safe?

Yes. To protect your privacy, you are required to authenticate yourself on your mobile device using the same information that you use for Online Banking on the computer. All communication between your mobile device and the mobile banking server is encrypted. In addition, your password and account information are never stored on the mobile device.

Is the Mobile App available to all users?

Yes, the mobile app is available to all Geauga Savings Bank Online Banking users. But you must be a Geauga Savings Bank customer for at least 30 days before you can access mRDC.

How do I log out from the mobile app?

Just select the "log out" button at the top right of the page and you will exit the mobile app. This will return you to the log in screen.

Can I change the timeout value?

No, 10 minutes is the only timeout option. For your security and protection, when there has been no account activity for 10 minutes, the session times out and the Geauga Savings Bank log in page will display.

Who can I contact if I need help?

You can contact Geauga Savings Bank at 440-564-9441 or toll free at 800-472-6250, we will be happy to help.