

## **REMOTE MOBILE DEPOSITS EDUCATIONAL TIPS**

- Before logging into the CCCU Mobile app, close all other apps running in the background on your mobile phone.
- Sign/Endorse the back of your check as follows: CCCU Mobile Deposit Only  
Signature  
Account Number
- 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 photo. (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 the entire check image is visible and in focus before submitting your deposit.
- No shadows across the check
- All four corners are visible
- Check is not blurry
- The MICR line (numbers on the bottom of the check) is readable.
- Photograph the back of the check. Be sure the endorsement is legible and visible.
- Funds are not immediate. Deposit will be made within the same day if cutoff time is met. (1:00 P.M. CENTRAL) Member should review their account balance for availability.
- Please retain the checks for deposit until a review of the account discloses the funds are available.
- To check status of mobile deposit, go to deposits, and then view history of deposits for a list of failed, accepted or pending deposit transactions.