

Current Mobile Application Users

**New App Available**

You will now have access to your accounts via the Internet/Web on your computer/laptop in addition to on Tablets (e.g. iPads), and Mobile Phones (e.g. iPhone, Android, etc.)

In addition to the existing functions you had, below are some new capabilities you can now take advantage of on all of your devices:

* New Personal Finance Page can be accessed via the Bank Wise menu option
* Additional security features to verify your identity
* Ability to access e-Statements
* Ability to access Quicken & Quickbooks
* Pay a Friend functionality to allow transfer of funds from your bank account to another individual’s account

**How do I get the New App?**

Our new mobile application can be found in the App Store on your device starting May 1, 2018. When it becomes available, you will be prompted to update your existing application. If you have your device setup to automatically update, there is nothing for you to do. If your device is not setup to automatically update, you will be prompted when opening the app to go to your device’s App Store to download and install the latest app.

To access the Web App, you will continue to login from the Walden Savings Bank main web page at <https://waldensavings.bank/>

**How do I logon to the new Mobile App or Online Banking for the first time?**

After downloading the app from the app store, open the mobile app or go to online banking which can be found at <https://waldensavings.bank/>

Use your existing Login ID & Password to login to both online banking and the Mobile App. If you were using both the Web Online Banking and the Mobile App and logged on using different login IDs/passwords, you should now only use your Mobile App login credentials to logon from all of your devices (i.e. Computer, Mobile Phone, Tablet). You will now be able to login from any device using one Login ID and Password.

New Enhanced Security features will require you to verify your identity each time you log on from a new or different device

Select a phone number for verification from the dropdown and then choose whether you prefer to receive a text message or a voice message with your access code

Once you have chosen the method in which to receive the access code, click on submit

When prompted, enter in the access code and click on submit

*\*\*Note that the access code you received will remain valid for 15 minutes and can be used for access on any of your devices during that time. If you log on with a new device outside of the 15 minute window, you will be required to obtain another access code.*

You now have access to the new app on any device you have authenticated with an access code

Bill Payment will continue to work as with the previous app with some additional features including ability to setup new bills on any device

***\*\*Special Note: You can now establish future dated and reoccurring transactions. You also now have the ability to establish Account based Alerts in addition to Security Alerts.***

If you experience any issues logging in or have any questions, please reach out to us at 845-457-7700 option 1.