



Mobile Banking App FAQs

Do I need to be a Key Community Bank online banking user before I can access the new mobile app?

Yes. If you do not currently have an online banking user ID and logon, please give us a call and we will get you set up. You will need this to authenticate yourself prior to accessing the app.


What things can I do with the Mobile App?

With our new Mobile App you can easily access your accounts from your smart phone or device. The app allows you to view account history, make transfers between accounts, access your bill pay account and schedule payments or set up new payees. We've just added the ability to view a check image as well!

Is the Mobile App secure?

Yes. Our Mobile App requires your Online Banking credentials to access the app for the first time. After that, if there were ever more than 5 unsuccessful attempts to input the 4 digit access pin, the user will need to be re-authenticated. For security purposes, the app does not store that authentication data on your phone.

How do I get started?

Go to Google Play or the App Store and search for "Key Community Bank." Once you've located our app , select Install. Then launch the app and enter your online banking User ID and password. You will be prompted to accept the Mobile App User Terms and Conditions and then select a four digit access code that will be used for access to the app going forward. The app takes you through a brief tutorial. That's it! You now have convenient access to your accounts 24/7.

As always, please call us with any questions! 651-457-7539