

Mobile Deposit Troubleshooting Tips

Steps to capture the check images:

- After entering the dollar amount of the check, tap “Capture Check Front” to enable the camera.
- After successfully capturing the front image, wait for “Capture Check Back” to appear, and then tap it to enable the camera.
- If the camera does not focus properly on the image, close the camera window and click “Capture Check Front” or “Capture Check Back” to enable the camera again.

The check image is not accepted:

- Ensure the numbers printed on the bottom of the check (Magnetic Ink Character Recognition or “MICR”) line are clear and readable.
- Check for any stray writing or other markings in the MICR line that could prevent Mobile Deposit from clearly reading the numbers.
- Sometimes a check with a dark background design cause dark areas to appear around MICR line area
- Ensure that the MICR line was not cropped out, which would prevent Mobile Deposit from clearly reading the numbers.
- Use a dark surface, clear of shadows in a well-lit area to take the picture of the check. Try to use natural light as much as possible.
- Ensure the check has minimal folds lines and is as flat as possible.
- Ensure you have properly endorsed the back of the check.
- Allow your device to auto-focus the image for tapping to take the picture.