

Mobile Remote Deposit Capture
(mRDC) FAQs

QUICK REFERENCE GUIDE

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Q. What is mRDC?

A. Mobile Remote Deposit Capture is a service available through an app on your mobile phone. It allows you to scan checks using your phone's camera and securely submit the images to deposit checks with Bank of Hawaii.

Q. Can I use my current desktop login to access the mobile app?

A. Yes, you would log in with the same credentials. You just need to make sure one of your company Admins has set you up for access to the mobile app.

Q. How long is the deposit history retained on the mobile app?

A. Five (5) days

Q. Why does the back button not work properly?

A. Many Android™ apps have a feature that returns the app to a previous screen or menu and eventually exits the app when the back button is pressed. The mRDC app was not designed with this feature. You must use the navigational controls within the app to move from screen to screen.

Q. Will a user be able to see all the locations?

A. A user will be able to see any location to which they have access, if the location was set up as an mRDC account. The access is setup by one of your company's Admins.

Q. Are there any reports available that the user can view/download from the app?

A. No, but the user has access to the reports via the JHA SmartPay Business™ (SPB) portal. SmartPay Log In - Business. You can log in with the same credentials as with the mobile version.

Q. Can the app retain login information between sessions?

A. Yes, you can set up Biometrics in the app. Please refer to Biometrics section in the RDC Mobile Instructions

Q. How do I add customers?

A. When you select/search for the customer, if they are not listed. You would click on Add Customer in the top right corner of the screen to add any additional customers. See the Adding a Customer section in the RDC Mobile Instructions.

Support

Q. Who do I contact for support?

A. All support inquiries go to Bank of Hawaii Treasury Management Servicing Team at 808-694-8021 or cmsrequest@boh.com

