

Mobile Deposit Tips

- Hold the device steady when you take the picture.
- Place the item on a dark surface. Placing the check on a busy background, such as a newspaper, may cause the image to be unreadable.
- Take the picture in a well-lighted area.
- Make sure that there are no shadows on the picture of the check. Before you take the picture, look at the image within the App. If you see any shadows, then move to a brighter location and take the picture again.
- Make sure that your device has a working camera.
- Make sure that the phone case is not covering the camera lens.
- Make sure that fingers are not in the way of the camera lens.
- Make sure that the camera lens is not scratched.
- Make sure that the phone camera is at least two mega-pixels.
- Check the Operating System of your device:
 - Minimum Android OS is 2.2.
 - Minimum iPhone and iPad iOS is 5.0.1.
- If the check is wrinkled, folded or the corners are bent, then try to straighten it out as much as possible.
- For a better Mobile Deposit experience, GSB&T recommends that checks be endorsed and written in blue or black ink. If the ink is light or does not provide enough contrast with the check background, then the image may not be readable. Note: Gel pen ink can sometimes cause problems.
- Certain check designs may not image properly. Dark colored checks, cartoon animated or busy backgrounds can all cause problems. Betty Boop and Spongebob checks are known to cause problems.
- Make sure that all four corners of your check are inside the guidance lines.
- Make sure that you have properly endorsed the check and that the complete endorsement is clearly visible. Your signature, account number and the words "For Mobile Deposit Only GSB&T"
- If you are still unable to capture an image after trying the above suggestions and receive a Failed message, then you may need to deposit the item in a branch. We apologize for the inconvenience