What are the Text Banking commands?

Here is list of commands and descriptions.

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NOTE: You can check for additional available commands by activating your phone and sending C to 79680.

Troubleshooting

**I enrolled my phone number but did not receive a text message. What should I do?**
Typically you should receive a text message within a few minutes after enrolling, however sometimes mobile carriers experience delays which slow down text message delivery. While waiting, make sure your phone has wireless signal. In addition, be sure you entered the correct phone number on the enrollment site. If you still do not receive it, try to enroll again. If the problem continues, contact your wireless carrier to be sure text messaging is enabled on your phone.

**I received an activation code but never used it. What do I do now?**
Activation codes expire after a specific period of time (usually 24 hours). If you need a new one, return to the Mobile Banking enrollment site (called the Mobile Banking Center) and request a new activation code.

**What happens if I get a new mobile device or change phone numbers?**
If you get a new mobile device or change phone numbers, be sure to return to Mobile Banking website via your PC and update your mobile device profile in the Mobile Banking Center. We recommend removing your old device and re-enrolling your new device.

**Can I use Mobile Banking or Text Banking on more than one device?**
Yes. Visit the Mobile Banking Center and simply enroll (and then activate) another device.
I activated Mobile Banking on my phone's browser. Why am I being asked to activate again?
At the time of activation a "cookie" is stored on your phone's browser which allows the Mobile Banking system to remember that you activated. The cookie is only visible by the Mobile Banking system and does not contain personal information. Some phones may require you to enable cookies or periodically erase them, requiring reactivation. If you are experiencing this issue, check your phone settings to ensure that cookies are enabled. If cookies are enabled and the issue persists, please contact your mobile network carrier for cookie support information on your mobile phone. If you would like to reactivate, text R or RECOVER to 79680. If United Bank WV supports enrollment on your mobile phone, you will not need to provide an activation code. However, you may be asked to enroll again due to issues with cookies.

What if my device is lost or stolen?
If you are concerned about misuse of your mobile device, contact your mobile service provider immediately to stop all wireless service. Additionally, sign on to online banking and disable or remove your mobile device.

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