# New Mobile Experience FAQ

**Why are you transitioning to a new app?**

We've been planning to elevate Treasury Management's mobile experience for a while now, for a variety of reasons. First and foremost, we want to provide the best possible experience for our users! With this upgrade we'll be providing a host of upgraded functionality, including responsive design characteristics, a fresh look and feel that better aligns with other digital products, a more efficient development process (which means faster releases of new features and fixes), and more.

**Why have you decided to build a progressive web app (PWA) rather than a native app?**

Progressive web apps have many advantages, especially for the specific Treasury Management user base who are primarily using the desktop channel for their day-to-day tasks, and the mobile channel as a convenient complementary solution when they're away from office. As mentioned above, the development process for PWAs is significantly faster. This is because PWAs are essentially websites that perform like downloadable apps, meaning you get the best of both worlds: the speed and flexibility of web development, and the streamlined look and feel of an app. Once changes are made to the application, they become available on all platforms at the same time, creating instant consistency and eliminating the need to constantly republish native apps and go through the various approval processes needed to make updates available. With a PWA, the question of "Do I have the most recent version downloaded?" is a thing of the past.

**When is the new app available?**

October 22, 2024. You'll have to upgrade to the newest version of the current native app (12.7.0) after September 23, 2024, prior to the release date of the new PWA. The current native app will be delisted from the app stores on November 22, 2024, with access denied when trying to login after that date.

**Will the new app work on any mobile device?**

Yes, the TM Mobile Experience can be used on any device that has access to a web browser, making it even more accessible than a native app.

**What browsers will the new app support?**

The last two versions of all actively maintained modern browsers will be supported. The TM Mobile Experience should work on almost any browser except for Internet Explorer or other obsolete browsers.

**Will the new app have all the same functionality as the existing one?**

When the TM Mobile Experience launches it will have all the same features as the existing mobile app, including the following:

- Accounts and Transaction History
- Free-form Transfers & Transfers from Templates
- ACH and Wire Payments from Templates
- Approvals for ACH, Wires, Users, Transfers, Loan Payments

- Notifications for ACH, Wires, Users, Transfers, Loan Payments
- Positive Pay Decisioning
- Remote Deposit
- Business Bill Pay

- Return Reason & Correction Requests

Additional features have been added to create greater consistency with Treasury's desktop application and beyond, including the following:

- Dashboard Customization Features (Such as the ability to group accounts and manage widgets)
- All Accounts View
- Type to Filter Functionality (For accounts, account transactions, check positive pay, and payments from templates)
- Advanced Filtering Functionality (For account transactions, ACH positive pay, and payments from templates)
- A New Check Positive Pay Workflow, including the following improvements:
  - Status Views ('Items to decision', 'Decisioned today', and 'All items')
  - Improved Review Page (Will only include items decisioned during the workflow)
  - Decisioned Today View (At cutoff, all check positive pay transactions will be displayed here)

**Will the new app have facial and fingerprint authentication options?**

Yes, the device's biometric data can be used in the TM Mobile Experience via our UIS login as long as the user has enabled passkeys for login.  The UIS migration will be late 2024 or 1$^{st}$ quarter 2025.  Please continue to watch for more communication on this in the coming months.

**How will users download the new app?**
Unlike native apps, PWAs must be "bookmarked" through your users' mobile browser and added to their home screen, at which point they can be organized and used the same way a native app is. The URL you'll need to bookmark is https://treasury.jackhenry.com/pwa/westshore/login. If you're worried about this process being difficult, don't be! It's a painless operation, and we're here to provide guidance as needed. Additional instruction can be found in our Mobile App Quick Reference Guide.

**Is the new app as secure as the current native app?**
Yes, PWAs are just as secure as native apps. All the same security standards and practices that apply to the current desktop and mobile apps will apply to the TM Mobile Experience as well. All data is encrypted in transit and at rest.

**Will the new app work better on tablets than the current mobile app?**
Yes, the TM Mobile Experience will be an improvement from our current mobile app on tablets, and we plan to continue adding features and enhancements over time to even better support tablet users.

**What does the new experience look like?**
It looks and feels much more closely aligned with our Treasury desktop channel than the existing app.
It's modern and clean, and we think you'll like it a lot! Here's a taste of what's to come:
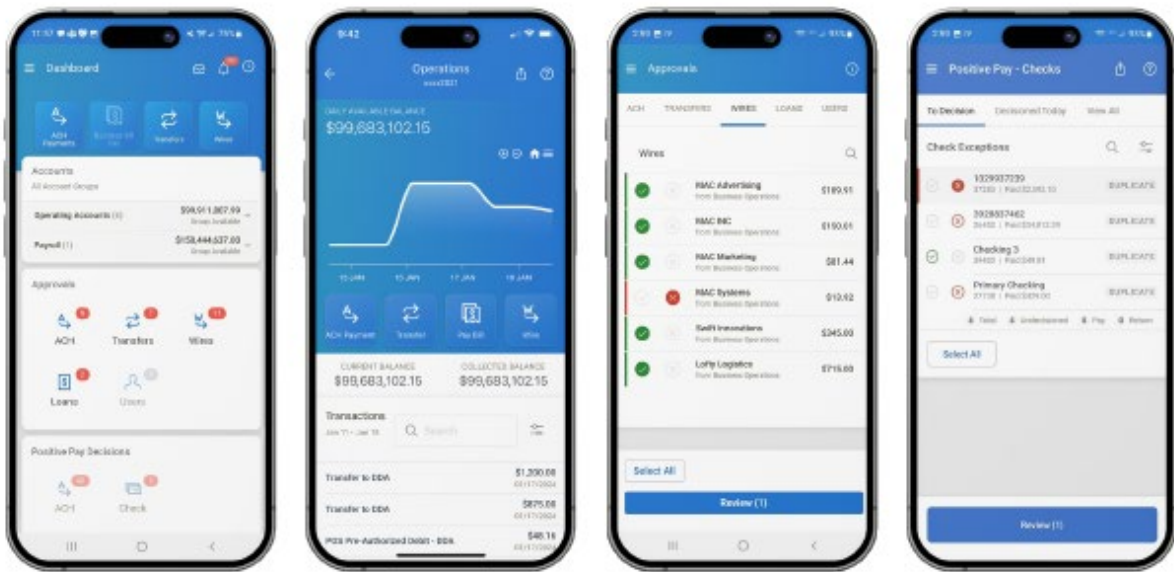


# We're here for you every step of the way

We hope that you're as excited about this new journey as we are. If you have any additional questions or concerns, please reach out—we're happy to help in whatever way we can. Call us at 231-845-3580 or email at [treasurycustomerservice@westshorebank.com](mailto:treasurycustomerservice@westshorebank.com).  As always, thank you for trusting us to serve you!