

Mobile Banking

Frequently asked questions

Got questions? We have answers. From questions about enrollment to logging in, we have a list of questions and answers to guide you along.

Q: Do I need to enroll in mobile banking?

A: No. If you have a Northwest Online Banking account, you're already enrolled. Simply download our app from your device's app store and sign in to get started.

Q: Is there a fee for mobile banking?

A: Mobile banking is free for all online banking customers. Remember, standard mobile data or text charges may apply.

Q: Can I use mobile banking on more than one phone?

A: Text banking is limited to the phone number you enroll, but you can login to your accounts through on any mobile device.

Q: Can I choose my own login ID?

A: Your login ID from the Northwest Mobile app is the same as your online banking login ID.

Q: What can I do with the Northwest Mobile app and SMS text-based banking?

A: Each option has its advantages. For example, you can pay bills through the mobile app, but text messaging can quickly return balance information when you're on the go. The app provides a unified user experience and same functionality as online banking.

- Go [here](#) for personal SMS text message commands
- Go [here](#) for business SMS text message commands

Q: Do I have to use the mobile app and text messages?

A: If your phone or mobile plan only supports text messages or if you prefer this method of banking, text banking may be used alone. Alternatively, you may download our free app that provides a superior experience which is unified with online banking.

Q: What's special about the Northwest Mobile app?

A: The Northwest Mobile app provides the same functionality as online banking, all from the convenience of your smartphone or tablet. Access all of our cool new features like transferring to and from Northwest accounts and external accounts, sending person-to-person payments using PopMoney and managing all your finances in one place with MoneyDesktop.

Q: Is the Northwest Mobile app available for other devices (i.e. Windows phone or Amazon Kindle)?

A: While it's our goal to support additional popular devices in the future, at this time, Northwest Mobile app is only available for iPhone, iPad, Android phones and tablets.

