



## MyMobile Check Deposit Error Messages

ERROR MESSAGE	RESOLUTION
<b>Cannot read check</b>	Click on the 'Retake' button and retake the photo. Make sure you hold the camera steady and ensure all four corners of the check are visible.
<b>Could not find endorsement on back of check</b>	Please make sure your check is endorsed and retake the photo.
<b>This check has already been submitted</b>	We've already received your check image and we cannot accept it again. You will need to make a new deposit.
<b>Poor lighting or contrast detected</b>	Please click on the 'Retake' button and retake the photo with good lighting.
<b>Cannot read account data on bottom of check</b>	Please click on the 'Retake' button and retake the photo. Ensure that the camera is in focus and all four corners are visible.
<b>Significant rotation or angle detected</b>	Please click on the "Retake" button and hold the phone flat above the check with all four corners visible, then retake the photo.
<b>It appears you submitted 2 images of front of check</b>	Please click on the "Retake" button and retake both front and rear photos.
<b>The amount you entered did not match the amount detected</b>	Please click on the 'New Deposit' button and re-enter amount and retake the photo of the check.