



**Asset**  
by Bank of Cashton

## Asset Support

### *What if I need help?*

Asset includes built-in tutorials, videos and a knowledge bank that helps you answer the most common questions. But, we understand sometimes you may encounter a more specific issue that requires individual attention. Within Asset, an online support team can be reached through the "?" icon located in upper right hand corner of Asset, or you can call Bank of Cashton from 8:30 a.m. to 5:30 p.m. Monday–Friday at (800) 205-7203.

### *I received a notification email from MoneyDesktop. Is this legitimate?*

Yes. Bank of Cashton has partnered with MoneyDesktop to bring you Asset. Some email notifications from Asset will originate from MoneyDesktop.

### *How do I lock my Asset app?*

To add another layer of security to your Asset app, you can set up a 4 digit lock code. Once you have downloaded the Asset app and entered the Access Code found under Settings in Online Banking, you can then go to settings on your mobile device and select "App Lock".

### *What if I forget my Asset app lock code?*

For security purposes neither Bank of Cashton nor MoneyDesktop can reset your four-digit device security code. If you have locked your device and cannot retrieve the code, you will need to delete the Asset app and reinstall it from the App Store. Your financial data will be saved with your account and will not need to be reentered.

### *How do I cancel my Asset account?*

To cancel your Asset account, you must call Bank of Cashton between 8:30 a.m. to 5:30 p.m., Monday through Friday at (800) 205-7203. Upon authentication and confirmation of your request, your Asset account will be cancelled.

**BANK OF CASHTON**  
Since 1899

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