

CapitalOne 360 check upload problems

Escrito por jotat - 12/07/2018 12:43

Hello,

I'm having problems depositing a check to CapitalOne 360 (formerly ING Direct). Apparently the upgrade to iOS 7 has messed up their app. I can't get the mobile deposit function to work at all. They suggest using my computer to deposit a scanned/photographed version of the check. But that's not working for me either. Their telephone help line is not helping me at all, so here I am - has anyone encountered similar problems and got the check upload to work lately? Are there any special tricks that would make this work, like the size of the image, browser used, etc?

Any help will be appreciated.

I didn't find the right solution from the Internet.

References:

<https://www.bogleheads.org/forum/viewtopic.php?t=124388>

Startup video service

Thank you.

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