

# Frequently Asked Questions

## Online Banking

### **What browsers are supported for online banking?**

Safari, Firefox, Chrome and IE versions 11+, Microsoft Edge. Make sure you have the latest version of your browser.

### **Am I required to register for the first time on a desktop/laptop or can I register via a mobile device?**

You can enroll for the first time through either online or mobile banking. Just click the Enroll link.

### **I'm locked out of my account. How do I get back in?**

Please contact Mobility Credit Union at (214) 574-2000 or (800) 388-7889.

### **I forgot my password. How do I recover it?**

Click the "Forgot Password" link at the login page for either online or mobile banking. You can set a new password there.

### **I forgot my user name. How do I find it?**

Please contact Mobility Credit Union to retrieve your user name.

### **How do I change my password?**

Log into online banking, select the more menu, then select the profile page. Click the change password tab.

### **Are there any challenge questions?**

No. But you will need to input a temporary access code which is sent to your email/phone.

You will be challenged with multiple factor authentication during the login process every 180 days.

### **What causes me to get locked out?**

If you have tried multiple times with an invalid password, you will be locked out.

Please contact Mobility Credit Union to unlock your account.

### **How do I review my account balances?**

Once you login, whether on desktop or mobile version, you can see a summary of your accounts on the home page. Click on each account to see more details.

### **Can I download/export my transaction history for Quicken?**

Coming Soon. If you can use the OFX file, please click on the account you'd like to download history for. On the Transaction History tab, click the Download link. You can choose the type of file you'd like to download (CSV or OFX) as well as a date range.

### **I'm having trouble registering for online banking. What should I do?**

Please contact Mobility Credit Union at (214) 574-2000 or (800) 388-7889.

### **Where is the Sign Out button located?**

The sign out button is located in the upper right corner within online banking. If your screen is not fully expanded and the sign out button is not showing, it can be located in the More tab.

## **Mobile Banking**

### **How do I download the Mobility Credit Union app?**

Go to the Apple store or Google Play store and search Mobility Credit Union. Follow the instructions in the app after the download completes.

### **How do I enable my phone with Touch ID?**

You must first enable Touch ID capability on your phone. Then, you can enable Touch ID within the mobile banking app under the More/App Settings tab.

### **Can I enable my phone with facial recognition to login to the app?**

Yes. If you have this feature on your device, you can use this to login. Go to More/App Settings to set up this feature.

### **Are there any fees for mobile banking?**

No. There are no fees for mobile banking.

### **I have a new mobile phone. How do I switch over to my new phone?**

Go to the Apple store or Google Play store to download our mobile app.

### **How do I log into the app via my phone?**

Once you've downloaded the app onto your phone, input your valid user name and password.

### **How do I update my password via my mobile device?**

Log into online banking, select the more menu, then select app settings. Click the change password tab.

### **I forgot my password. How can I retrieve it?**

Just click the Forgot Password link.

### **Where can I find Mobile Deposit on the mobile app?**

To deposit a check with Mobile Deposit, login to the app, tap the red circle with the + sign at the bottom. Then click Deposit Check. You'll need to allow access to your camera. Then follow the on-screen instructions.