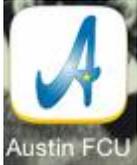


How to Use Austin FCU's Mobile Banking

Logging in:



Touch the "Austin FCU" icon on the home screen of your phone.

(Visit our Helpful Links page for a tutorial on adding an icon to your home screen)

The screenshot shows the main login screen of the Austin FCU mobile app. At the top, there is a blue header with the text 'Austin FCU'. Below the header is the Austin FCU logo, which consists of a large blue 'A' with a yellow swoosh underneath, followed by the text 'USTIN FEDERAL CREDIT UNION'. Below the logo, the text 'Welcome to Mobile Banking!!' is displayed. Underneath, there is a text input field labeled 'Username'. At the bottom, there is a large yellow button with the text 'Login'.

You will login using the same login information as your desktop No-Line Banking.

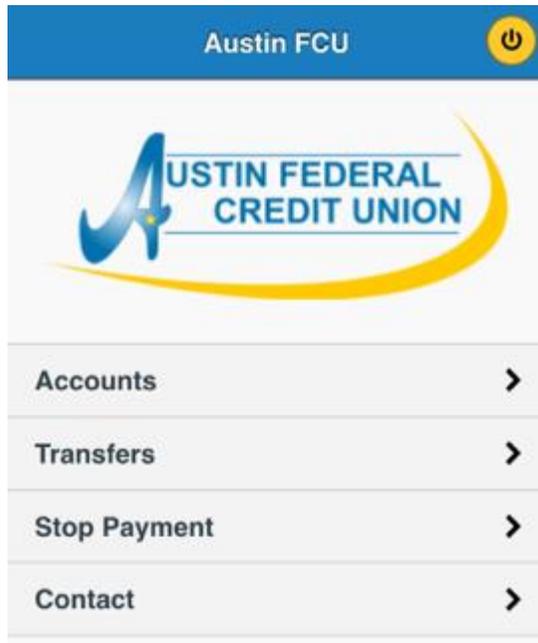
The screenshot shows the 'Security Authentication' screen of the Austin FCU mobile app. At the top, there is a blue header with the text 'Security Authentication' and a yellow power button icon. Below the header is the Austin FCU logo. Below the logo, there is a yellow banner with the text 'Please answer your question:'. Underneath, there is a question 'What is your Favorite Color?' and a text input field labeled 'Your answer'. Below the input field, there is a text input field labeled 'Your phrase: test'. At the bottom, there is a large yellow button with the text 'Continue'.

Your MLA questions will be the same also. For added security, mobile will REQUIRE you to answer the questions each time you log-in. To have your questions reset, please contact us.

The screenshot shows the 'Password' screen of the Austin FCU mobile app. At the top, there is a blue header with the text 'Password' and a yellow power button icon. Below the header is the Austin FCU logo. Below the logo, there is a yellow banner with the text 'Password'. Underneath, there is a text input field labeled 'Password'. Below the input field, there is a text input field labeled 'Your phrase: test'. At the bottom, there is a large yellow button with the text 'Login'.

Enter your password and click "Login"

Functions:

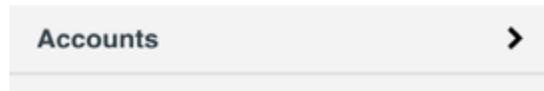


← The “Power” button in the top right hand corner can be used to log out at any time.
(Closing the mobile site also logs you out automatically)

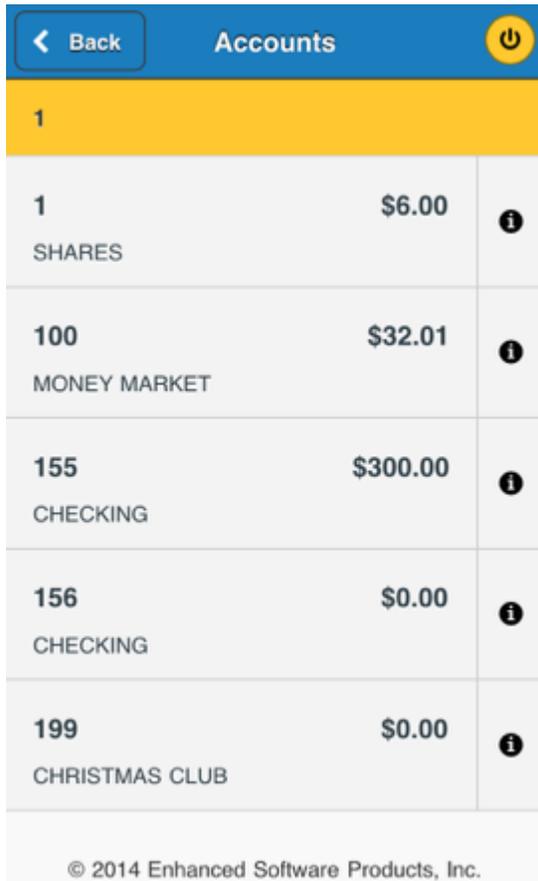
From within Mobile Banking you can do the functions below:

- Accounts – view account information and transaction history
- Transfers – Transfer funds between accounts
- Stop Payment – Place a Stop Payment on a draft or a series of drafts
- Contact – Contact the credit union via our general email
(not to be used for personal information, including account numbers, etc.)

Accounts:



Touch the “Accounts (>)” option on the main screen of Mobile Banking.



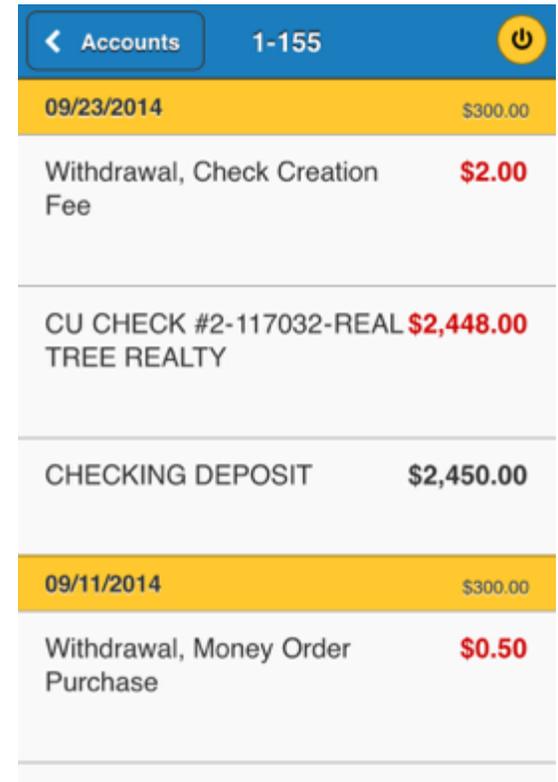
This will bring up all of the account linked to your no-line banking profile.

The yellow bar indicates the account number, and the white bars underneath indicate the suffixes associated with that account.



Touch the “i” symbol next to an account type to view information about that account, including the APY (Annual percentage yield) and dividends paid year-to-date.

Touch the (x) in the top left-hand corner to close the information box.

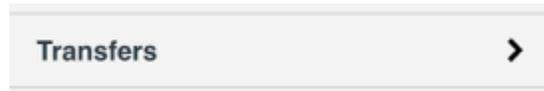


Touching suffix area will open transaction history for that account and suffix.

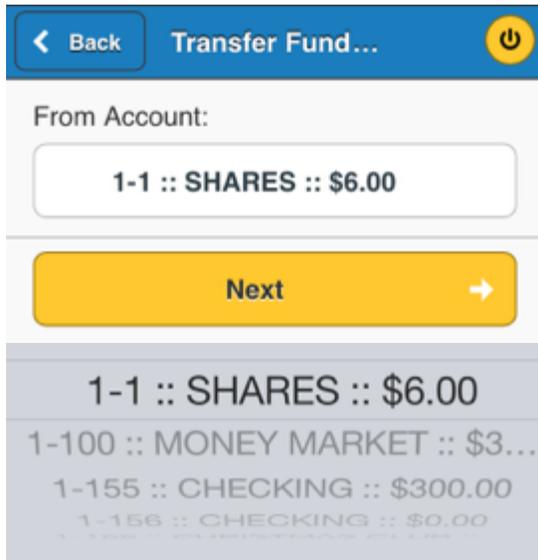
The yellow bars with dates indicate the ending balance for that date.

Debits will be displayed in red, credits in black.

Transfers:

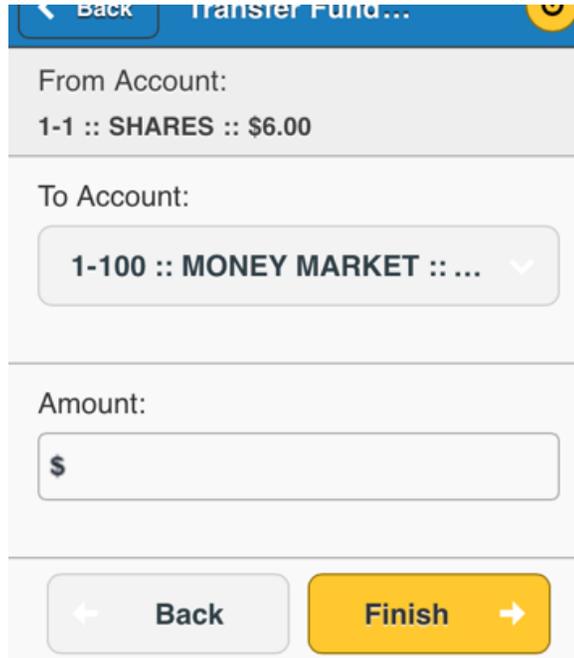


Touch the “Transfers (>)” option on the main screen of Mobile Banking.



Touch the button for the “From Account”. This will bring up all accounts available for you to transfer “From”.

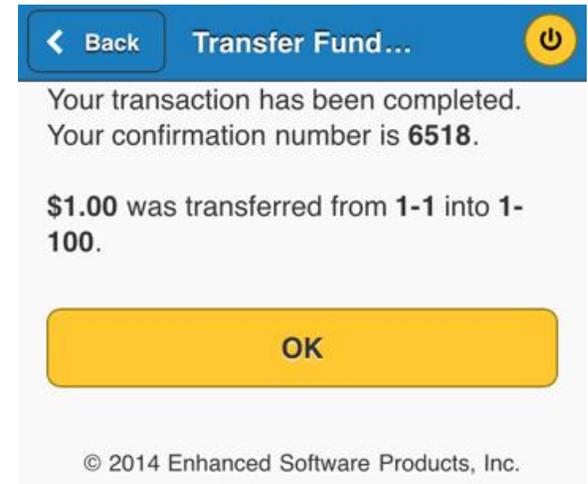
Click “Next →”



Do the same for the “To Account”.

Type in the amount you would like to Transfer and select “Finish →”

If you need to change the “From” account, you can do so by selecting the “Back” option.

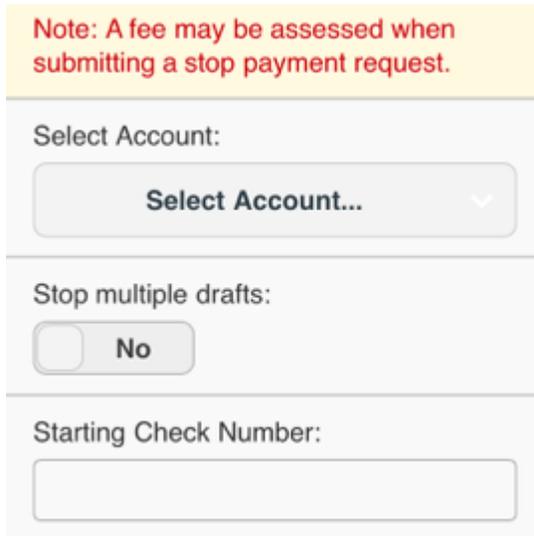


The next screen will verify the transaction you just completed. Touch “OK” to go back to the Mobile Banking Main screen.

Stop Payment:

Stop Payment >

Touch the “Stop Payment (>)” option on the main screen of Mobile Banking.



Note: A fee may be assessed when submitting a stop payment request.

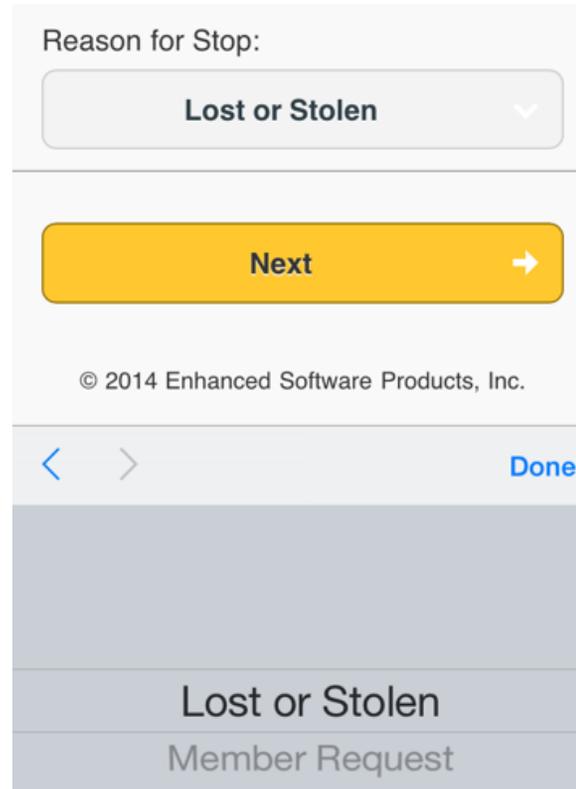
Select Account:
Select Account...

Stop multiple drafts:
 No

Starting Check Number:

You will select the account to apply the stop payment to by touching the “Select Account...” option.

Enter either the single draft number, or select “Stop multiple drafts” to stop a range.



Reason for Stop:
Lost or Stolen

Next →

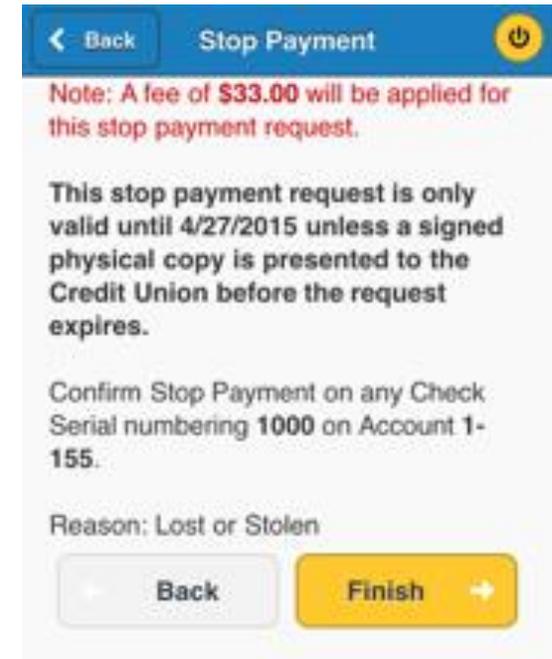
© 2014 Enhanced Software Products, Inc.

< > Done

Lost or Stolen
Member Request

Select a “Reason for Stop”.

Select “Next →”



< Back Stop Payment

Note: A fee of \$33.00 will be applied for this stop payment request.

This stop payment request is only valid until 4/27/2015 unless a signed physical copy is presented to the Credit Union before the request expires.

Confirm Stop Payment on any Check Serial numbering 1000 on Account 1-155.

Reason: Lost or Stolen

Back Finish →

Confirm the details of your stop request on the next page by selecting “Finish →”

The \$33.00 fee will be charged to the account on which you placed the stop payment.

Please note: The stop payment is only valid for 6 months following the date you enter the stop payment request. If you would like for the stop payment to be permanent, please come into the credit union to submit a signed physical copy.

If your checks are being stopped due to being STOLEN, please call us at 512.444.6419 to alert us so that we may refund your fee.

Questions, Comments or Concerns? Call us at 512.444.6419 or email us at info@austincu.com

Contact:

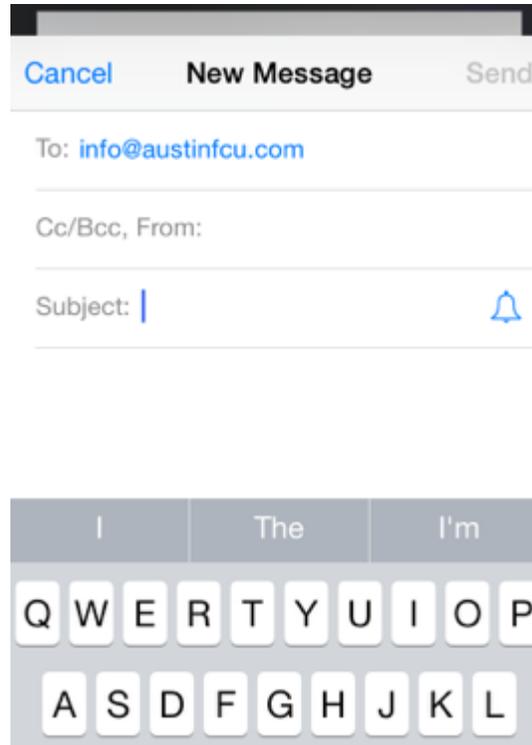
Contact



Touch the “Contact (>)” option on the main screen of Mobile Banking.



Select the “General E-Mail” option to send an email to info@austincu.com.



This will open your phone’s email application and allow you to send us an email message.

Please do not use this Contact utility to send personal information such as:

- Account Number
- Social Security Number
- Detailed account information.

If you need to send personal confidential information, please contact us by phone or by logging into the desktop No-Line Banking utility and using the Message Center to send a secure message.

Thank you!