



Mobile Application FAQs

Registration:

What are the username requirements?

If you are a current Online Branch user, you must use the same username (in lower case letters only) and password that is used with online access. If your username includes upper case letters, log into the Online Branch, click on My Account at the bottom, click on your username and then change your username so that it is all lower case. If you're not a current Online Branch user, you can choose any username as long as there are no spaces and letters are all lower case. Remember whatever you choose as your username you may have to type in each time you access your account (unless you have Auto login or Pin login activated in settings).

What are password requirements?

It must be at least 8 characters and a combination of letters and numbers. The password can contain certain symbols but must have a letter or a number also.

It won't let me register online. What do I do?

Please contact FCCU at 920-563-7305 during normal lobby hours (8:00 am – 5:00 pm M-F, 8:30 am – 12:00 pm Sat.) and we can help set you up.

Can I change my username?

No, you are not able to change a username within the Mobile application. If you forget your username go to the "FORGOT USERNAME/PASSWORD" link on the login screen and then select the "FORGOT OR RESET PASSWORD" option from the drop-down menu. You can retrieve your username by "Verifying" your information. The only way to change your username is by changing it within the Online Branch if you are a current user.

Can I change my password?

Yes, to change your password go to "LOGIN HELP" under "ABOUT" in the application menu and select the "FORGOT OR RESET PASSWORD" option. You will be asked to provide "Verifying" information to reset the password. If you reset your password in the mobile app your password in the Online Branch will also change.

Using the Application:

I have a lot of accounts; can I name the accounts so I can better recognize them?

Yes, select the gear icon from the header menu under "Accounts" then select "Settings" under the "Personalize" menu. Select the account you would like to edit and tap the "paper & pencil" icon to create or change an account Nickname.

Can I change the account list order?

Yes. The first account is your default account for quick transaction viewing. You can change the order of the accounts by selecting the gear icon from the header menu under "Accounts" and then selecting "Settings" under the "Personalize" menu. Select "Change Account Order" to rearrange account listings. Hold the "Hamburger" icon on the right side of the listed account and then move it up or down the list.



I just made an account transfer and cannot cancel it, why?

A "same-day" account transfer cannot be deleted (only those future-dated). To reverse the transfer you can transfer the money back to the original account with a new transfer.

I forgot my password, what do I do?

If you forget your password go to the "FORGOT USERNAME/PASSWORD" link on the login screen and then select the "FORGOT OR RESET PASSWORD" option from the drop-down menu. You can reset your password after "Verifying" your information. You can also change your password by changing it within the Online Branch if you are a current user. Or, call FCCU at 920-563-7305 to have your password reset in the Online Branch.

Why do I have to have a username and password? I don't want to have to type it each time I access the app.

You have three options. The first option we recommend is using a PIN login to access the app. This can be activated by selecting the gear icon from the header menu under "Accounts" then selecting "Settings" under the "Personalize" menu. When turning the "PIN LOGIN" on you will be prompted to select a 4-digit code that you will then enter each time you access the mobile application

The second option is to enable "AUTO LOGIN" by selecting the gear icon from the header menu under "Accounts" then selecting "Settings" under the "Personalize" menu. By enabling this feature you will be logged directly into your app without having to enter a username and password. We strongly encourage you to have a password on your mobile device. The auto login feature allows you to view account balances and history. To initiate other transactions on the device you will need to login fully.

The last option is to enable "TOUCH ID" on the login screen. This will allow you to go directly into your app without having to enter a username and password. It will utilize your fingerprint for authentication. A password will need to be entered during your initial setup. Once enabled, your fingerprint will only be required during login.

I set-up Auto login, Pin login or Touch ID on my device and it no longer works, why?

For security reasons, if you access more than one username on the same device these login features are not available.

Can't the app just remember my username?

Yes. On the login screen select "save user" before you login as you normally would. The next time you access the app your username will automatically be filled in.

I typed the wrong password and the application will not let me in, what do I do?

If you know the password, re-try. If you forgot your password go to the "FORGOT USERNAME/PASSWORD" link and you can reset your password by "Verifying" your member information. If you reset your password in the mobile app your password in the Online Branch will also change. You can also change your Mobile App password by changing it within the Online Branch. Or call FCCU at 920-563-7305 to have your Online Branch password reset.



What should I do if I lose my phone?

If you think your phone has been lost or stolen, call the credit union and we can deactivate your mobile app account.

How do I make a mobile deposit using the application?

Simply select “DEPOSITS” under “MANAGE MONEY” from the sidebar menu within the App. You will be prompted to accept the terms and conditions associated with use. Upon acceptance, you will be able to make mobile deposits. The application will prompt you through the process. NOTE: All checks deposits via mobile deposit must be endorsed with a signature and the text “**For Mobile Deposit at FCCU.**”

Why do I receive the following Error: “This site is temporarily unavailable we are sorry for the inconvenience”?

This generally appears when your device has a weak signal or FCCU’s internet connection is down. Check your carrier’s signal strength and retry when a stronger signal is available. This also may appear when the Mobile site is down for maintenance. We rarely perform maintenance during normal usage hours.