

## Mobile Access Frequently Asked Questions

### What types of Mobile Access are available?

- APP: Downloadable app for a smart phone or mobile device
- SMS: Text messaging based access

### What phone types do you support?

- All phone types are supported through the text based platform.
- For the app-based platform: Apple and Android.

### How do I sign up for Mobile Access?

- Members must be enrolled in @ccessUS Online Access prior to enrolling in Mobile Access. Contact US to enroll.
- Once enrolled download the USFCU app from your smart phone or mobile device by searching for “USFCU” in the Apple AppStore or Android Google Play Store.
- Contact US to enroll in SMS-text based Mobile Access.

### How do I scan the QR code to get the downloadable app?

- Download a scanner app with QR code reading capability.
- Once downloaded, you can scan the QR code to access the USFCU Mobile Access App.

### How secure is Mobile Access?

- Mobile Access, like @ccessUS, is equipped with triple-encryption and multi-factor authentication. Your accounts are safe and secure.

### Which carriers do you support?

- AT&T
- Alltel
- Boost
- Cincinnati Bell
- Cricket
- Metro PCS
- Nextel
- Sprint
- T-Mobile
- US Cellular
- Verizon Wireless
- Virgin Mobile

### Will I be charged for Mobile Access?

- USFCU extends free products and services to our members. We will not charge for the use of Mobile Access. *Please check with your mobile service provider for messaging and data rates as these charges may apply.*

### What is the number for SMS text-based Mobile Access?

- 86020

### I have a new mobile number. Can I update my number for text-based Mobile Access online?

- Yes. Visit our website at [www.usfcu.org/mobile](http://www.usfcu.org/mobile) to register your new device. Contact US to deactivate your old number.

### I previously had SMS text-based Mobile Access but have upgraded to a smartphone. How do I update my Mobile Access?

- You may continue to access your account using the text based system or you may now download and begin using the App-based Mobile Access that is compatible with your new device. Both services will now be supported by your device.

**I share a joint account. Can I set up two phone numbers on the same primary account?**

- Yes. Visit our website at [www.usfcu.org/mobile](http://www.usfcu.org/mobile) to access the SMS text-based Mobile Access site. Once logged in, you can enroll up to three numbers per account. Please note: the same phone number cannot be set up to access multiple accounts.

**Can the same phone number be used to access multiple accounts?**

- For security purposes, only one phone number can be assigned to per account for SMS text-based Mobile Access. *(You can have multiple phone numbers set up on an account but you cannot have multiple accounts set up for one number.)*
- With the downloadable App, you can access an unlimited number of accounts as long as those accounts are enrolled in @ccessUS Online Access.

**How do I refresh my App to make sure I have the most current version?**

- Android: Login from the Setup menu on the login screen. This will automatically refresh your presets for the most current functionality.
- IOS: Click on the About icon from the login screen.

**I have tried several times and cannot get logged in to my account.**

- Your account may not be enrolled in Mobile Access or you may be locked out. Contact US to gain access to your accounts at 423-989-2100 or 888-202-1212

**How do I deactivate Mobile Access?**

- For SMS text-based Mobile Access, simply reply STOP to 86020.
- For the downloaded App, uninstall the app and contact US to cancel the service at 423-989-2186 or [MobileAccessSupport@USFCU.org](mailto:MobileAccessSupport@USFCU.org).

*Note: For **Android users**, some additional functions may be found by pressing the built-in menu button on your screen  or . If you need additional help, there is a **Troubleshooting** menu within the **Help** menu from the login screen as well.*