

MOBILE BANKING FAQ

- What is my Access ID and Passcode?
 - The new app is integrated with our online banking platform. You can use your existing online banking Access ID and passcode to log into the new mobile banking app.

- How do I sign up for the new app if I am not registered for online banking?
 - Once you download the new app you can register by selecting the “Not Enrolled in Online Baking? Click here” link at the bottom of the app login page.

- What information do I need to enroll in the new app?
 - You will need your Name, Social Security Number, Central State Credit Union Member Number, Home Phone Number on file, Birth Date, Email Address on file, and Mothers Maiden Name. You will be prompted to select an Access ID, Passcode, and Security Question & Answer.

- What is the Access ID and Passcode Requirements?
 - You will select an Access Id that must be between 5-20 characters, may include alpha, numeric, or special characters. It cannot be the same as your Tax ID/SSN or member number. Access ID is case sensitive. Passcode must be at least 8 characters long, must contain at least 1 numeric and 1 alpha character, must not be based on your personal information such Tax ID/SSN, address, or telephone number. Passcode is case sensitive.

- Which option do I use to enroll in the new app?
 - Primary Account Holders will use Option 1. Joint Account Holders will use Option 2. If you receive any errors when attempting to register with Option 1 or 2-please use Option 3. When using Option 3 once you have submitted the application you will receive a confirmation email that the application was received. Application will then be reviewed by our member support department and you will receive a second email that states that the online access has been approved.

- What do I do if it states Access ID or Passcode were entered incorrectly?
 - If you know your existing Access ID you can select the Forgot Passcode link on the login page to reset your passcode. It will ask you to enter your Access ID, Primary email address on file, Member Number, and Security Question and Answer. If you receive an error when attempting to reset your passcode please contact our call center, come into one of our branches or email info@centralstatecu.org to obtain this information.

- If you do not know your existing Access ID please contact our call center, come into one of our branches, or email info@centralstatecu.org to obtain this information.
- Why is there a new mobile app?
 - To provide our members with more services on the go we have upgraded to a new app that is integrated with our online banking platform. This provides our members access to all accounts that they are primary/joint on under one login. Members will now have access to Bill Pay and Pay Someone on the new mobile app. Members will now have Single Sign-On for our online banking and mobile banking platforms.