

Mobile Banking Enrollment Instructions

Use these instructions to enroll in mobile banking for Methuen FCU.

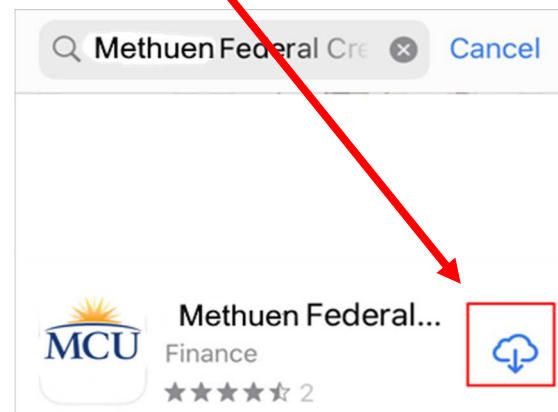
Stop! Before starting, please read and have the following information ready:

- If you have already enrolled in the credit union's home banking, then you are automatically enrolled in their mobile banking as well. You will simply download the credit union's mobile banking app to your device and then use the same user name and the same password to log into both mobile banking and the credit union's home banking.
- You must already be a member of the credit union to enroll in mobile banking.
- **You will need**
 - The member number of the account you wish to enroll
 - The email address on the account to be enrolled
 - The Social Security number on the account to be enrolled
 - The Zip code on the account to be enrolled
 - The date of birth on the account to be enrolled
- During the enrollment process a temporary password will be sent to the email address associated with the account to be enrolled. You must have access to that email address in order to complete the enrollment process.

Step 1 – Add Methuen Federal Credit Union Mobile Banking App to your Device

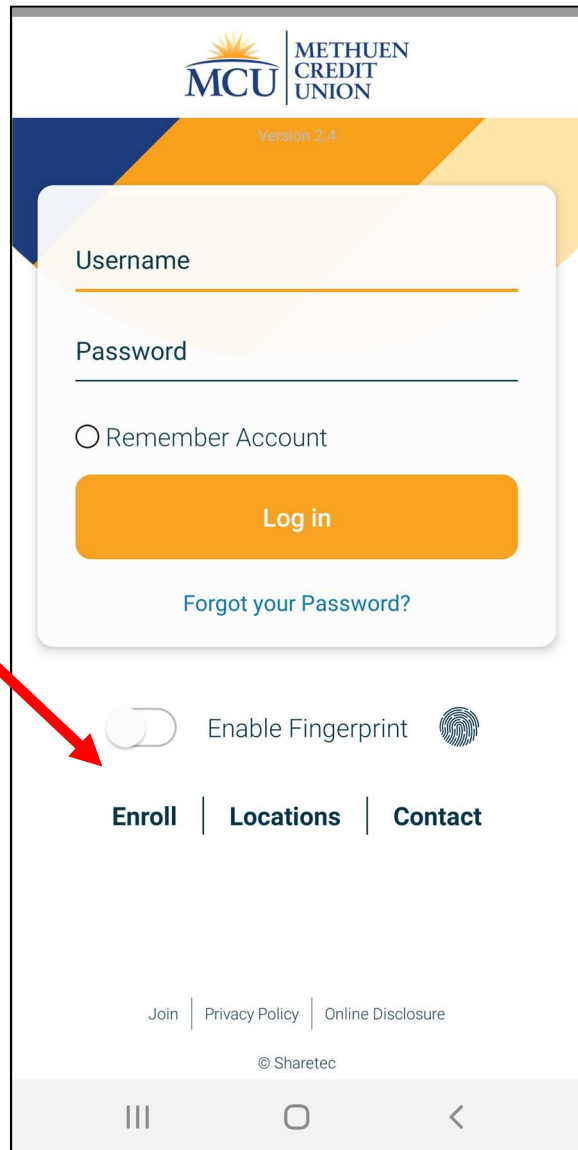
To add the free app for Methuen FCU mobile banking to your device:

1. For IOS devices, go to the App Store. For android devices, go to the Google Play Store.
2. At the search prompt enter **Methuen Federal Credit Union**.
3. Select the Methuen FCU icon and then, for IOS devices click **Download** or **Get**. For android devices click **Install**.




Step 2 – Go to Mobile Banking

1. Open mobile banking by clicking the Methuen FCU mobile banking app on your device or, by going to this address:
<https://methuenfcu.org/mobile-banking/>
2. Then, click **Enroll** at the bottom of the screen.



Step 3 – Enter Enrollment Information

Note: All entered information must match the member information on file with the credit union.

1. Enter the member number.
2. Enter the Social Security number on the account.
3. Enter the email address on the account. A temporary password will be sent to this address.
4. Enter the email address a second time to confirm the address.
5. Enter the member date of birth in mmddyyyy format.
6. Enter the Zip code on the account.
7. Click the **Home Banking Disclosure** link to review the terms and conditions of use.
8. Click **Submit** .

← Enroll

Member Number

Social Security

Email

Confirm Email

Birthdate (mm/dd/yyyy)

Zip Code

You must currently be a member of this credit union to sign up for Home Banking and Mobile Banking. Please enter your information.

By Clicking on the Enroll button, you agree to the following terms and conditions of the [Home Banking Disclosure](#)

Submit Clear

After clicking **Submit** the temporary password message displays. Please note a temporary password will be sent to the email address entered in the screen above. Click **OK** to continue.

Step 4 – Retrieve Temporary Mobile Banking Password

Check your email for the temporary password sent to the email address that was entered in step 3. The email with the password will be from Home Banking Administrator.

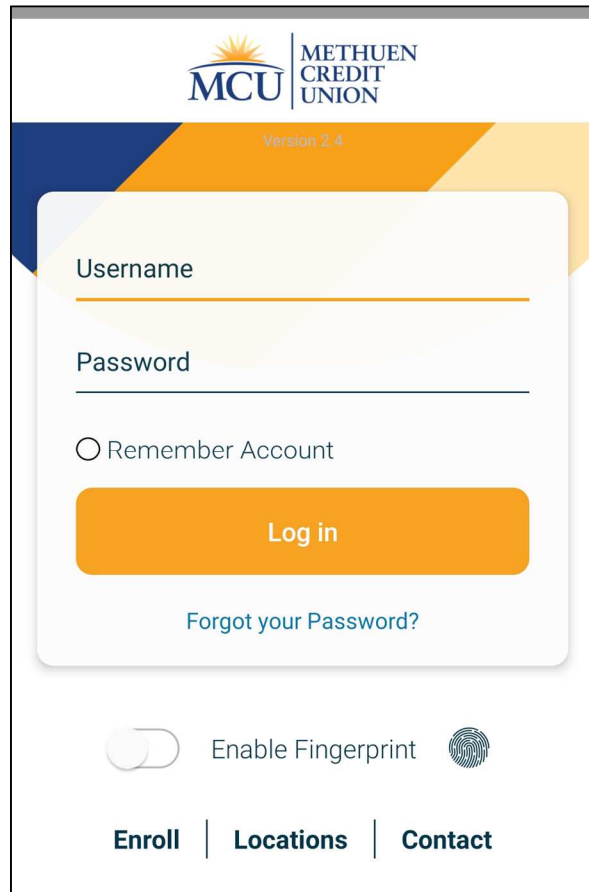
Note: If you do not receive an email with the password, check your junk email and spam filter. Or, contact the credit union for assistance.

Step 5 – Log In

The screen displays the mobile banking log In page. Use your member number as the user name to log in.

1. Enter the member number as the username.
2. Enter the temporary password that was sent to your email.

3. Click **Log in** 

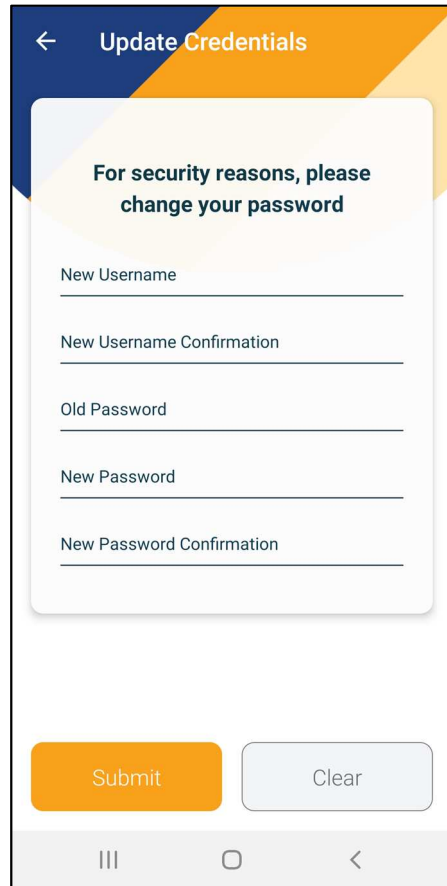


The screenshot shows the mobile banking login interface. At the top, the Methuen Credit Union logo is displayed with the text 'Version 2.4' below it. The main form contains a 'Username' field, a 'Password' field, and a radio button labeled 'Remember Account'. Below these fields is a large orange 'Log in' button and a link for 'Forgot your Password?'. At the bottom of the form, there is a toggle switch for 'Enable Fingerprint' with a fingerprint icon. Below the form are three navigation links: 'Enroll', 'Locations', and 'Contact'.

Step 6 – Update Credentials

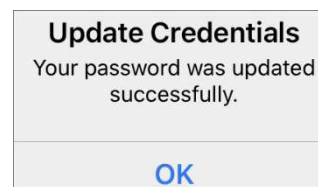
At the Update Credentials step you will create your user name and password to use for mobile banking.

1. Enter the new user name that you wish to use to log in to mobile banking.
User Name guidelines: User names must be 2 – 15 characters, contain at least 1 letter and have **NO special characters.**
2. Enter the new user name a second time to confirm the user name.
3. Enter the temporary password sent to your email address as the old password.
4. Enter a new password.
New Password guidelines:
 - 8 – 15 characters long
 - include at least 1 upper case letter & 1 lower case letter
 - include at least 1 numeral
 - include at least 1 of the following special characters:
! @ # \$ %
5. Enter the new password a second time to confirm it.



6. Then, click **Submit**  .

7. After clicking Submit, the following message displays:



8. Click **Ok** to continue to the next step.

Step 7 – Select Authentication Questions & Confidence Word

Next, select your authentication questions and a confidence word. Each time you log into mobile banking you will answer 1 or more of your selected authentication questions as a way to verify your identity. The confidence word is displayed every time you log into mobile banking as another layer of security.

1. **Pick 3 authentication questions** from the pick lists presented and enter answers to each question.

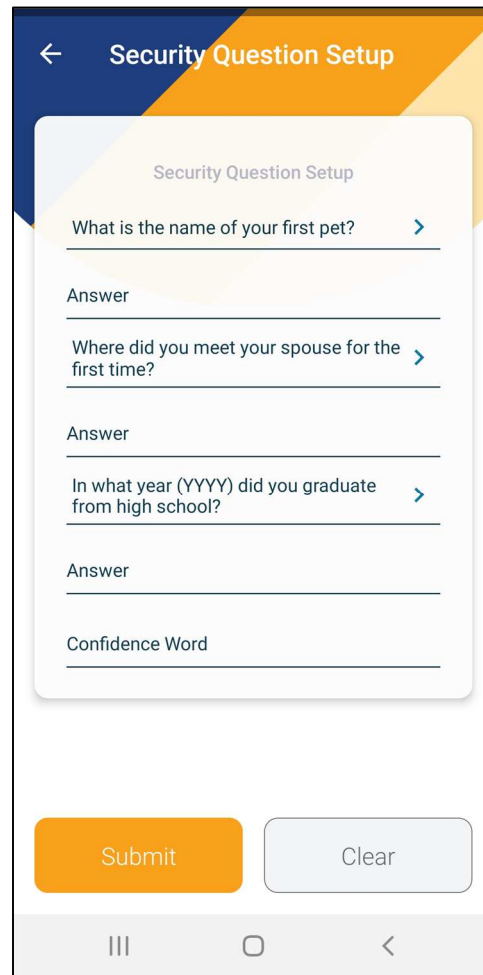
Tip: To see the question choices for each question, click the **right**

arrow .

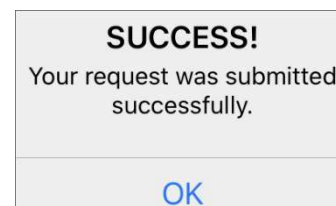
2. Enter your confidence word.

Tip: Certain words may be restricted from use.
3. Carefully review the authentication questions that you selected and your answers. Record your questions and answers and keep this information in a safe place.
4. Double-check your confidence word. Also keep a record of this.

5. Click **Submit** .



6. After clicking Submit, the following message displays:



7. Click **Ok** to complete the enrollment.

Awesome job, you're all done!

After clicking Ok, your mobile banking home page will display!