

Mobile And Online Banking

EASILY MANAGE YOUR ACCOUNTS

Maintain 24/7 access to your First Federal accounts and save yourself money at the same time using Online or Mobile Banking to manage your accounts and handle your money. You don't have to be at a First Federal office to manage your deposit accounts and pay your bills. Our online & mobile banking services are FREE to all members and allow you to manage your finances from anywhere with an internet connection.

ONLINE & MOBILE BANKING IS SECURE

Our online & mobile banking utilizes industry best practices for encryption and password protection. Additionally, no account data is stored on your phone. In the event your phone is lost or stolen, the service can be immediately disabled by call Customer Contact at 319.743.7806.

WHO CAN I CONTACT IF I HAVE QUESTIONS?

If you need help setting up your Online & Mobile Banking or have questions about how to use it, please call or text us at 319.743.7806. Our Contact Center is open Monday - Friday, 7:30 a.m. to 5:30 p.m. and Saturday 9:00 a.m. to 12:00 p.m.

TEXT US FOR INFORMATION!

Using your mobile phone simply send a text message to our First Federal phone number, 319.743.7806 and we will provide a prompt, informative response to you! No worries, we're not going to text any personal information or account numbers. TextCU is safe, secure and convenient! *(message data and rates may apply).*



FirstFedCU.com
319.743.7806

OFFICE LOCATIONS

Cedar Rapids

423 First Avenue SW
3810 Westdale Parkway SW

Hiawatha

1035 North Center Point Road

Marion

2590 6th Avenue

Spencer

Southpark Mall

Urbana

205 N Union Avenue



MOBILE & ONLINE BANKING GUIDE

First 
Federal
CREDIT UNION



Online Banking

AN ONLINE BANKING GUIDE FOR FIRST-TIME USERS

Visit **firstfedcu.com**, click **Enroll Online** and then click **Continue** to be taken through a series of steps.

Step 1: Enrollment

- Enter your Member (Account) Number and PIN.
- Enter your PIN (the last four (4) digits of the primary account holder's SSN).
- OPEN the Terms and Conditions and check box indicating agreement.
- Follow the puzzle prompts and indicate you are not a robot.
- Click continue

Step 2: Setup

- A new browser window will open requesting you to setup your **Logon ID** and **Security Code**.
- Enter your **Email Address**.
- Click **Enroll** upon completion. A new Enrollment window will open, verifying the Logon ID.
- Follow the **Click Here** link to continue with the logon process and then enter your new **User Logon**; click **Logon**.
- Enter the **Security Code** and click **OK**.

Step 3: Challenge Questions

- For increased security, a new browser window will open requiring you to set up three **Challenge Questions** based on information unique to you.
- All answers are case sensitive and must match the exact format as entered during setup.
- Upon completion, click **OK**. A message will appear confirming that the questions and answers have been saved. Click **OK**.

Step 4: Security Phase

- In the new browser window, you will need to set up a **Security Phrase**.
- Follow the recommendations when selecting your security phrase. Click **OK**.
- A message will appear confirming that the security phrase has been saved. Click **OK**.

Step 5: Update Demographic

- A new browser window will open requesting you to review the **Demographic** information on file. Update as needed.
- Click **No Change** if no updates need to be made.

Step 6: Preferences

Congratulations! You are now logged in to Online Banking. Please take a moment to setup your **Preferences** as indicated and then click **OK**. A new browser window will open showing an overview of your accounts.

Mobile Deposit

MOBILE DEPOSIT FOR FIRST-TIME USERS

1. From within your First Federal Mobile App, select the menu option and choose Mobile Deposit.
2. In the Enrollment screen type in your full account number and verify your information is correct. Enroll when completed.
3. Agree to the Terms and Conditions.
4. Select Deposit Check.
5. Enter in the amount, a memo and take pictures of the front and back of the check. Don't forget to endorse, "for mobile deposit only."
6. When completed, Submit Deposit.
7. Congratulations! Your deposit has been submitted for review!

Mobile Banking

MOBILE BANKING APP

Our Mobile Banking app lets you access your accounts, make deposits, transfer funds, and pay bills, so you can safely and securely bank on the go. There is also great features such as free ATM locator, Bill Pay, Pay Other People, and Account-to-Account Transfer.

Downloading the First Federal Credit Union Mobile Banking app is simple!

- From your smartphone, download the First Federal Credit Union Mobile Banking app through the App Store (iOS) or Play Store (Android, Samsung).
- Log in using the same Logon ID and Security Code or Password you use for Online Banking.
- If you have a device with fingerprint or facial recognition enabled, you can access mobile banking and mobile deposit even easier!
- The mobile app now offers a single sign-on between mobile banking and mobile deposit.

Easy, safe, secure and reliable – start with the First Federal mobile app today!

