

## Online and Mobile Banking Quick Fix Guide

### **If you are having trouble with Online Banking, the following actions may clear up the issue:**

Trouble with registering for the first time? Please verify your social security number, member number, birthdate, email address and mobile number with CUA.

If you are not receiving a temporary password via email, check your spam/junk mail folders.

Check your browser version to make sure it meets the minimum requirements –

Chrome – 62    Firefox – 57    Safari – 9.0.0    Edge – all    Internet Explorer – 11

Make sure any available operating system and browser updates are installed

Try another browser, reset your router, clear your browser history, cache and cookies and disable Pop-up Blockers

Verify that you are entering the right username and password, which are case sensitive

You can reset your own password, if you have forgotten. If you get locked out, you can unlock yourself by resetting your password and verifying additional information.

Not receiving notifications via text? Go in under Settings > Contact and authorize your mobile number to receive texts.

To register for BillPay, you need to have a home, work, and mobile number, email address, and a physical United States address listed under Contacts.

BillPay payees must be set up with your primary membership as the default funding account. You can choose to pay out of another account at the time you schedule a payment.

If you are attempting to send a Person to Person payment over \$500, you will first need to raise your ATM limit using the Cardloc feature.

### **If you are having trouble with your Mobile App, the following actions may clear up the issue:**

Check your operating system version to make sure it meets the minimum requirements –

Android – 7.0.0    iOS – 9.0.0

Windows Phone – 8.1 or IEMobile - 11

Switch from wifi to data, or data to wifi to increase signal

Make sure all operating system and CUA app updates are done

Uninstall and reinstall the app on data, or if signal is bad try wifi

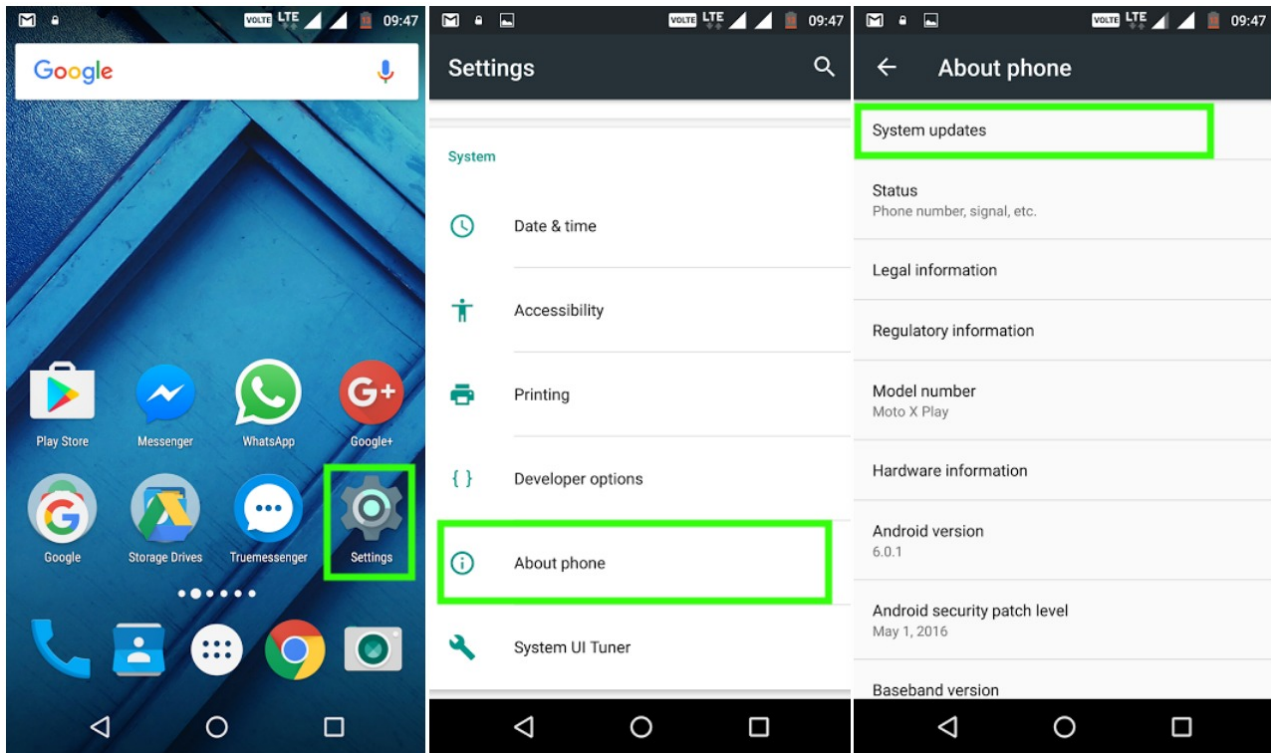
Verify that you are entering the right username and password, which are case sensitive.

Make sure your camera is enabled for the CUA app for SnapCheck functionality.

If you cannot remember your PIN number for the app, log in through a browser and delete the device from PIN Enabled Devices. Then you can reset it up. If you try your PIN 5 times and fail, the app will prompt you to use your password to reset it back up.

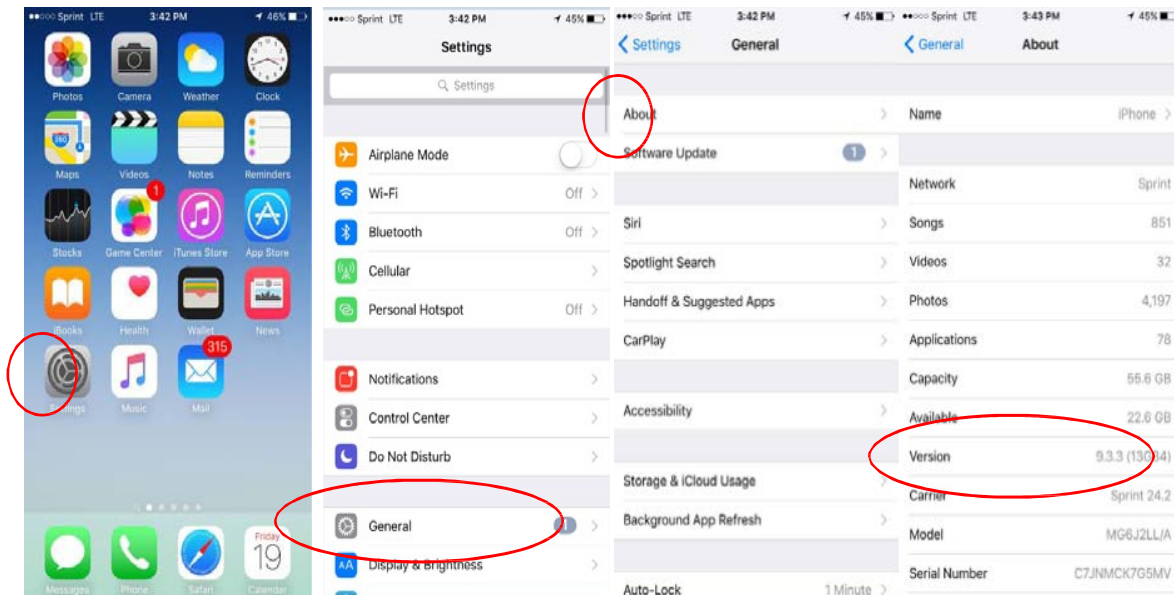
### Checking Android Version

Settings > About Phone > Android Version  
Needs 7.0 or better



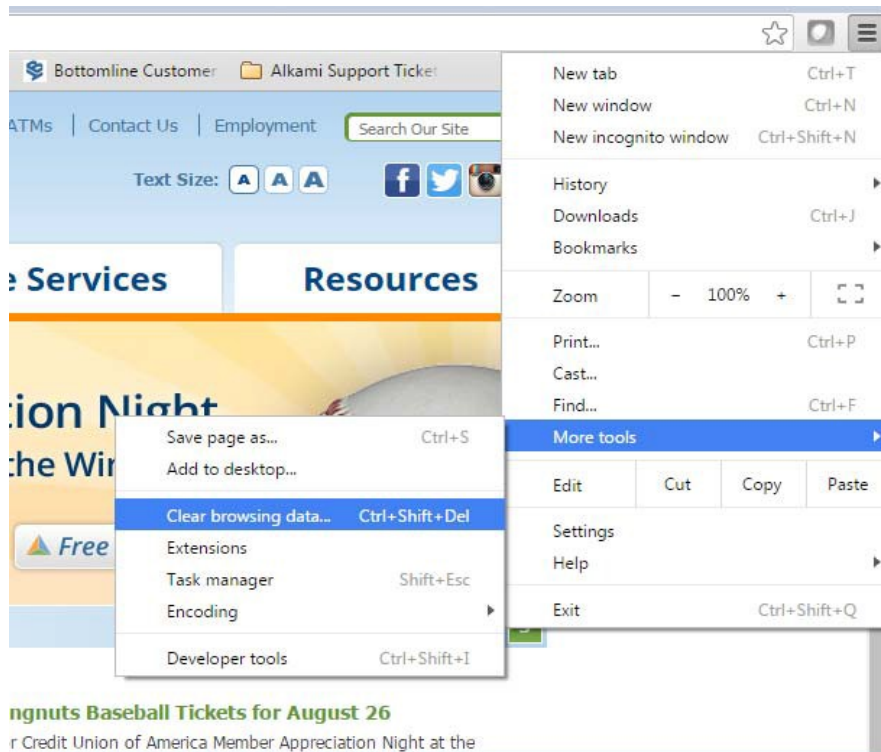
### Checking iOS Version

Settings > General > About  
Needs 9.0 or better

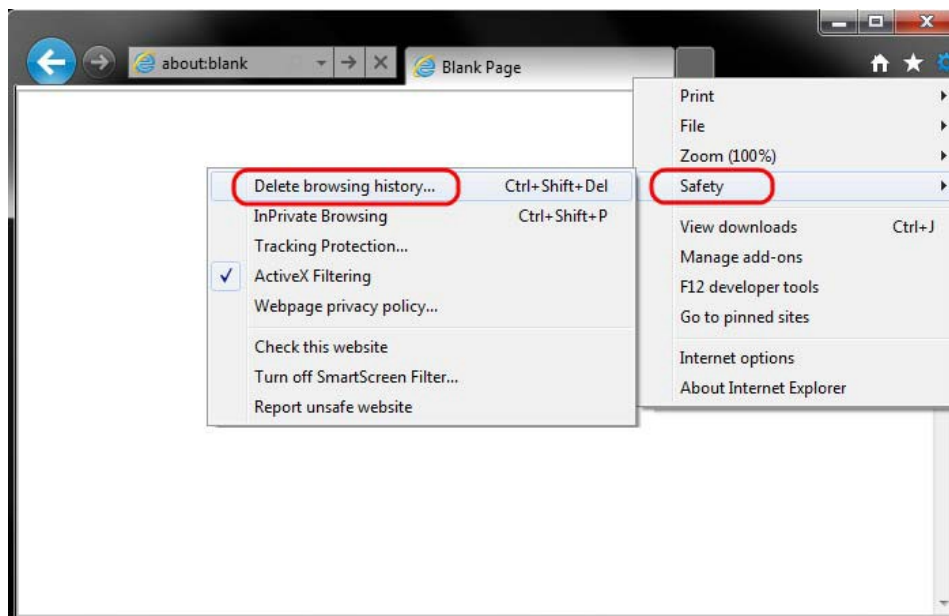


## Clearing Brower Cache and Cookies

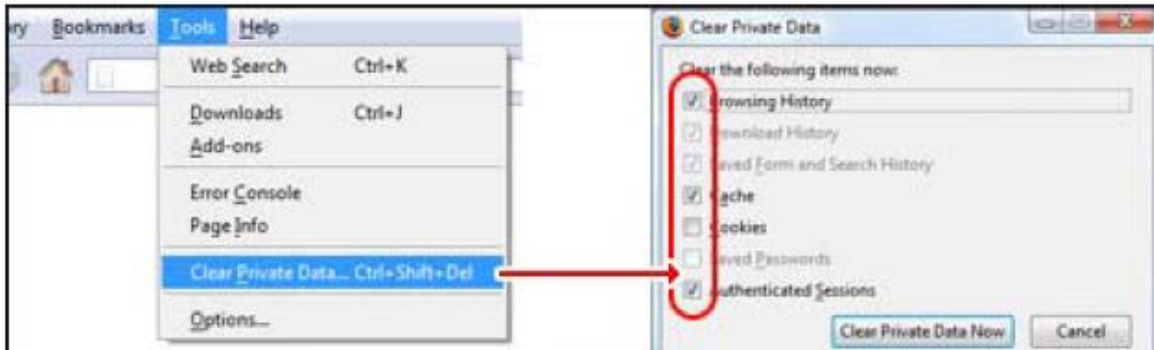
### Chrome



### Internet Explorer



## Firefox



## Microsoft Edge

