# BASIC FIRSTCCU APP PROCEDURES

## HOW TO BLOCK A LOST/STOLEN CARD

1) Tap the Menu Bar (three lined icon) on the top left hand corner of the screen
2) Select "Dashboard"
3) Scroll to the bottom of the screen to "Card Management"
4) Tap the green slider to turn off/on your debit or credit card
5) Or, select the card and you will have the option of reporting your card as lost/stolen or to re-order a new card. This is also where you can activate a new debit/credit card

**First Community Credit Union**

**1234  5678  9012  2345**
5432
VALID THRU **01/22**
NAME SURNAME

## HOW TO DEPOSIT A CHECK

7591

**First Community Credit Union**

DATE: _____
PAY TO THE ORDER OF: _____ $ _____
_____ DOLLARS

MEMO _____    _____

**THE BACK OF YOUR CHECK MUST INCLUDE:**
- **YOUR SIGNATURE**
- **FOR MOBILE DEPOSIT ONLY AT FIRSTCCU**
- **ACCOUNT NUMBER**

1) Tap the Menu Bar (three lined icon) on the top left hand corner of the screen
2) Select "Dashboard"
3) If this is the first time, you need to agree to the terms and conditions and be approved *before* proceeding.
4) Tap "Deposit a Check"
5) Type in the check amount and hit "Continue"
6) Take a picture of the front of the check and hit "Continue"
7) Take a picture of the back of the check and hit "Continue"
8) Verify the amount of the check, the deposit account, and that the images can be clearly read and hit "Submit"

## HOW TO TRANSFER FUNDS

There are **two ways** to get to the Transfer Funds screen.

The **first** is to go to the Dashboard screen and tap the Transfer circle icon. The **second** is to tap the Menu Bar (three lined icon) on the top left hand corner of the screen, select "Transfer," and tap "Make a Transfer."

1) Tap "from" to choose the account you want to transfer funds from
2) Tap "to" to choose the account you want to transfer funds to
3) Tap "$0.00" to enter the amount you would like to transfer
4) Hit submit and your transfer is complete

≡    FirstCCU    🔍

Accounts    +    ...

PRIMARY SHARE ACCT

TRANSACTIONS

< ● >    VIEW ALL

Quick actions

Transfer    Pay a bill    Deposit a check

## First Community Credit Union

*firstccu.com*

**BELOIT | MONROE | JANESVILLE | ROCKFORD**

**DOWNLOAD FIRSTCCU MOBILE APP**

GET IT ON
Google Play

Download on the
App Store
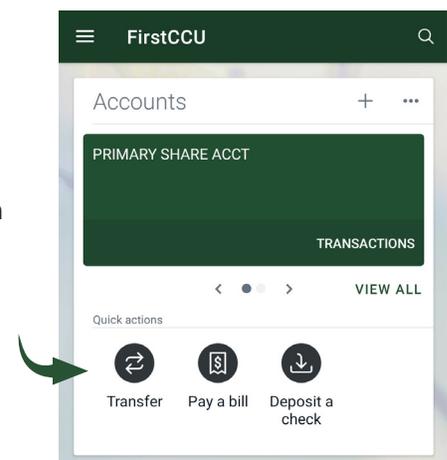
# BASIC FIRSTCCU APP PROCEDURES

## HOW TO VIEW STATEMENTS

**1)** Tap the Menu Bar (three lined icon) on the top left hand corner of the screen
**2)** Select "Accounts"
**3)** Choose which account of which you'd like to view an eStatement
**4)** Select "Document"
**5)** Tap on the eStatement date you'd like to view. You can switch the year by selecting the year in the left hand corner.

In the **mobile app**, you have access to see eStatements for every account that has you listed as an owner or signer.

## SETTING UP BILL PAY

**1)** Tap the Menu Bar (three lined icon) on the top left hand corner of the screen
**2)** Select "Payments"
**3)** Next to "Payees," tap the "+" sign
**4)** Confirm your password
**5)** Chose whether you are paying a company or a person
**6)** You will need to enter the company name, phone number, your account number with that company, and physical mailing address
**7)** Tap "Create Payee"
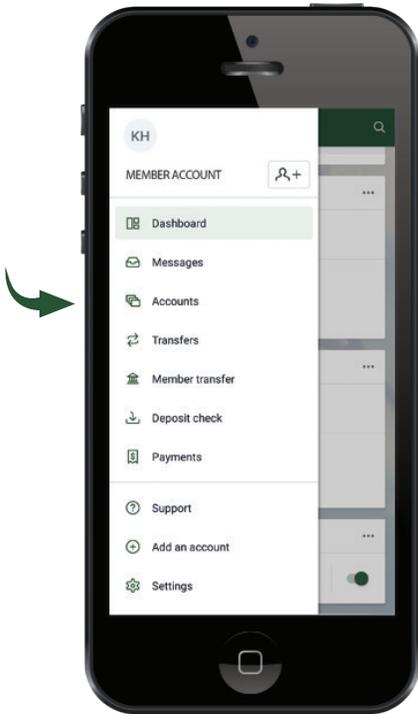
**FIRSTCCU MOBILE APP
MENU DASHBOARD**

## PAYING A BILL

There are **two ways** to get the payment screen.

The **first** is to tap on the Pay icon from your dashboard. The **second** is to tap the Menu Bar (three lined icon) on the top left hand corner of the screen and select "Payments."

**BILL**

**1)** Once you've created payees, select the payee you wish to pay
**2)** Tap "Make a payment"
**3)** Enter the amount you would like to pay
**4)** Tap "More options" to set the frequency and payment date
**5)** Hit "Submit" and the payment is scheduled