

Are you wondering how the login process will work with our new mobile and online banking?

NOTICE:

APRIL 9TH AT 5:00 PM - APRIL 12TH AT 8:00 AM

Our online & mobile banking will be down for a scheduled upgrade. During this time, your accounts will be read-only.

I use my mobile banking app today.

If you have downloaded our CFCCU app from the Apple Store or Android Store and are already enrolled, then you don't have to re-enroll after April 12th. The username and password for the upgraded version of mobile and online banking will remain the same. However, it will ask you to change your password on your first login attempt. Online and mobile banking will be a single sign on process which means your username and password will work for both platforms.

I have enrolled in the CFCCU app but I can't remember my username and/or password.

If you need assistance with obtaining your username and password, then tap "HELP" button within the mobile app or choose "Forgot Username and Password" within online banking. You should be able to obtain your username and password on your own without having to call the Credit Union. It will ask you questions to verify your identity. Online and mobile banking will be a single sign on process which means your username and password will work for both platforms.

I only use the www.cfccu.org online banking today and have not enrolled in the mobile app.

If you are using the online banking platform today, then you will need to enroll in the newest version of online banking after April 12th. Your past username and password will not work with the newest version of online and mobile banking. You can click on "New User Register" to begin the enrollment process. The good news is that you can register on your own without calling the credit union. Online and mobile banking will be a single sign on process which means your username and password will work for both platforms.