

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. 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 you will still use your same username and password on April 12th with the newest version of online banking, but you will have to change your password after validating some information including the last four of your SSN and your zip code. Online and mobile banking will be a single sign on process, which means your username and new password will work for both platforms.

As always if you have any problems, please stop by our branch office for assistance or call us at the Downtown Branch [319.266.7531](tel:319.266.7531) or Industrial Park Branch [319.277.3690](tel:319.277.3690)