

# mymobilemoney

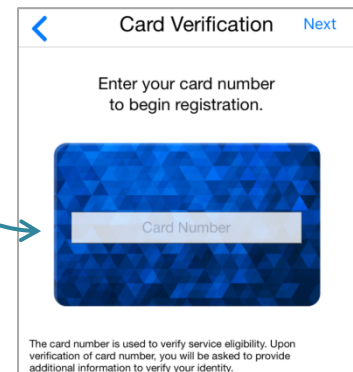
## Quick Reference Guide



### Getting Set Up

Visit iTunes or Google Play and search for “**My Mobile Money Access.**” Download the app to your phone. Then follow these simple steps:

- Open the app and have your debit or ATM card handy
- Click the “Sign Up Free” button
- You will be prompted to enter your card number
- On the next screen enter your name, your CVV (the three digit security code on the back of your card) and the card expiration date to verify your identity
- After you accept the app Terms and Conditions and the Privacy Policy, you will be asked for your email address, user name and password. You may choose to use your email address as your user name. You will also need to enter your full name.

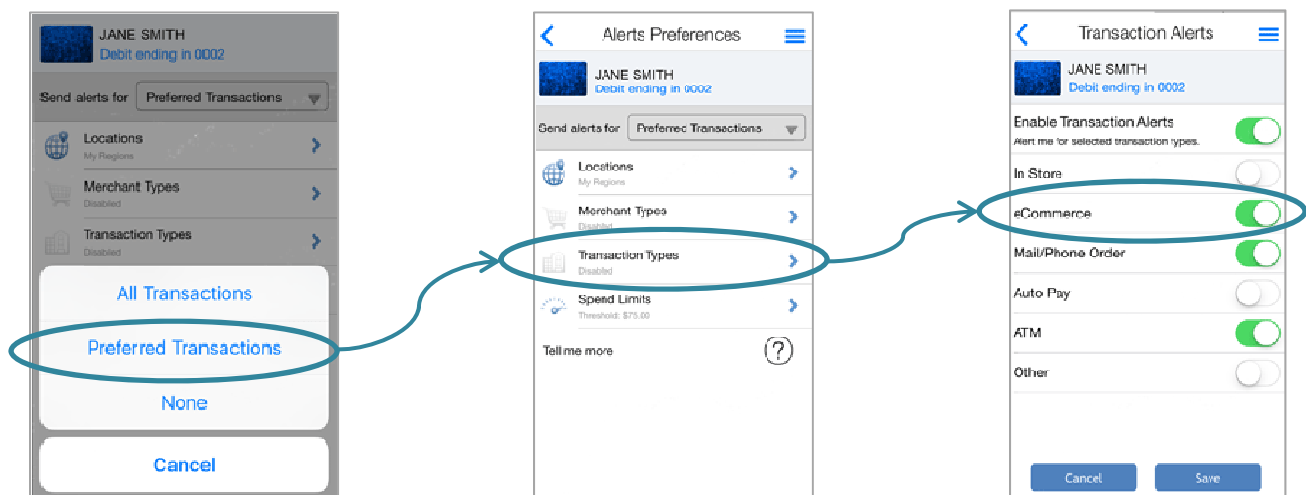


And that's it - you're ready to use My Mobile Money Access!

### Setting Alerts

If you want to receive alerts for certain transactions on your mobile device, choose the card you wish to set alerts for and then select **Alert Preferences**. If you want to alert on all transactions, click the “Send alerts for” drop down and select All Transactions.

To set specific alerts, such as alerting for all online purchases, follow these quick steps. Change Alert Preferences to **Preferred Transactions**. Then choose the type(s) of alerts you wish to set. In this case, select Transaction Types as the alert criteria, and slide/tap the button to Enable Transaction Alerts and then choose eCommerce to alert for all online purchases. Don't forget to Save when you are finished setting alerts.



# mymobilemoney

## Quick Reference Guide

### My Location and My Region

The My Mobile Money app gives you two options for setting alerts and controls based on the location of the transaction. Although these options give you the flexibility to protect your card while traveling, you should **notify the credit union of your plans to ensure your card can be used when traveling.**

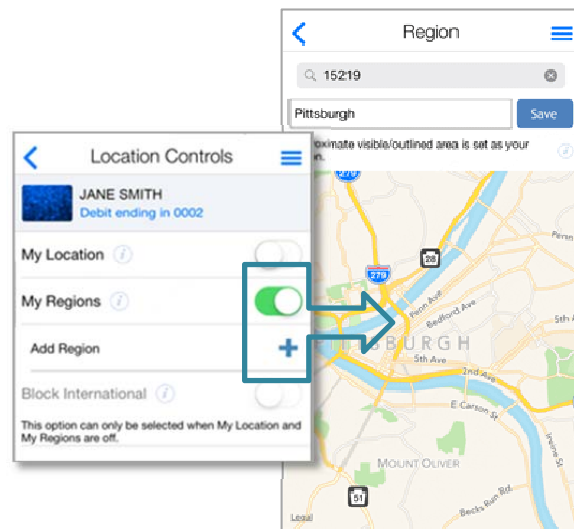
#### My Location

This option is based on the location of your smart phone in relation to the location of a card-present transaction. You must have location services (GPS) enabled on your device for this feature to work.

To activate this alert, access the Location Alert and swipe/tap the My Location function to ON. If you select this option for alerts, you will receive an alert when your card is used outside of the general zip code where your smart phone is located.

#### My Region

This option allows you to set up to three regions where your card is routinely used. Simply slide/tap the My Regions switch to ON and click the plus sign beneath it to add a region. You can enter a zip code or use the map to zoom into a region (the map that is visible on your screen is the "region"). Give your region a name and hit save. If you select this option for alerts, you will receive an alert when your card is used outside of the general region you established.



#### International Transactions

All card-present transactions attempted outside the United States are blocked by the credit union. Modifying the Location Controls will not enable these transactions. **Contact the credit union if you are traveling outside of the United States and may need to use your debit/ATM card.**

#### Shared Card User

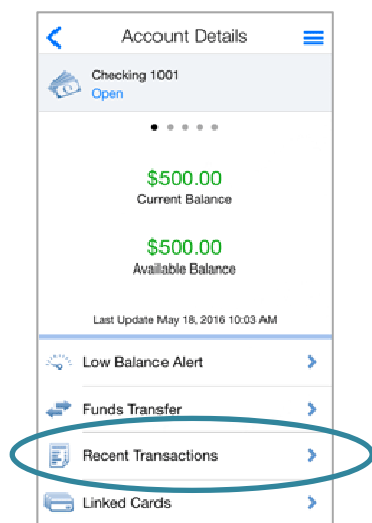
This option can be used to share your card controls with another person. This allows you or someone you designate to turn your card on/off, change your alerts and more if your smart phone is not readily available or is lost.

# mymobilemoney

## Quick Reference Guide

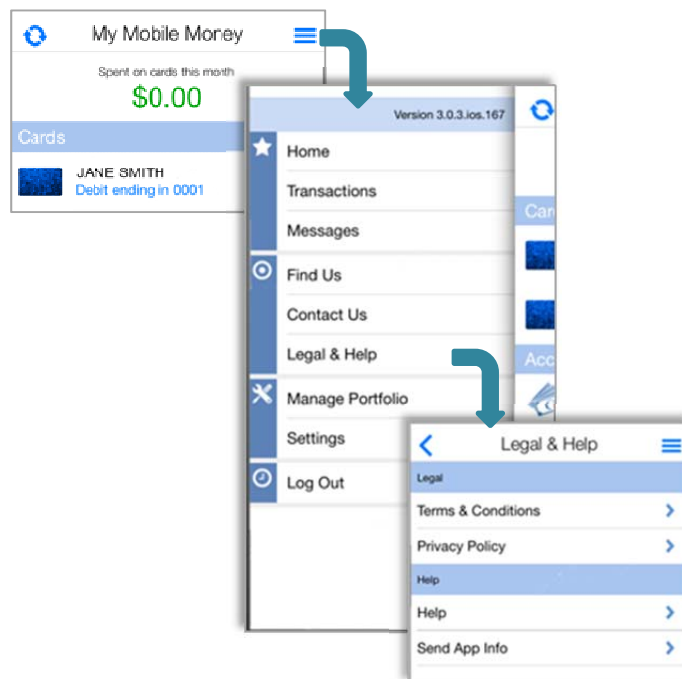
### Account Management

Need to keep tabs on the funds in your account? Simply tap on the account you want to view and then select an action, like Recent Transactions, to view details of the last few transactions you made.



### Need help?

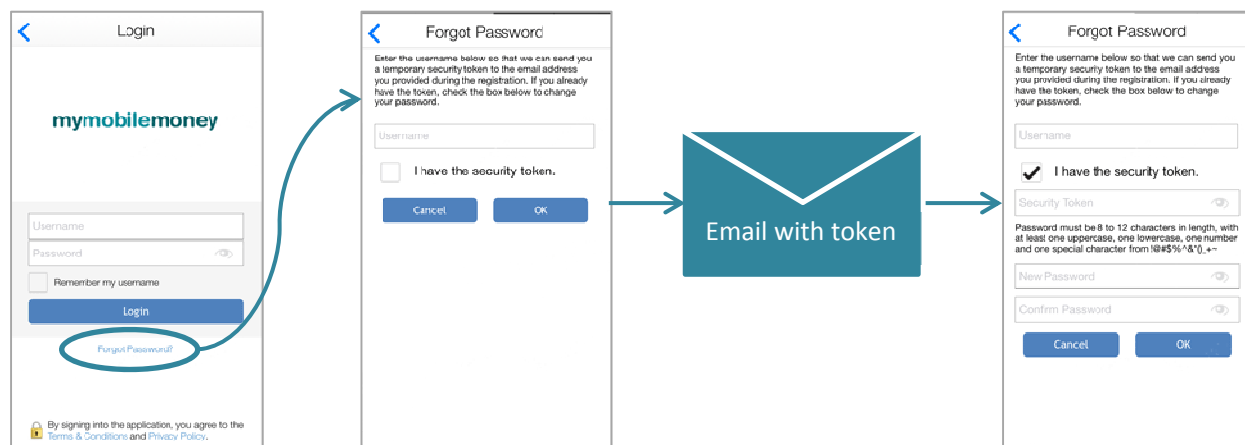
Find Help by tapping the three lines in the upper right corner to display the app Menu. Select Legal & Help and then Help again. This will show information helpful for the app page you are viewing.



### Forgotten Passwords

If you forget your password, tap the Login button, then choose Forgot Password. Enter your username and click OK. A password reset token will be sent to the email address associated with your username.

Once you receive the email, revisit this Forgot Password screen, check the box that says “I have the security token” and enter your token in the field that appears. You will then be able to reset your password. Remember: your password reset token is only valid for a few minutes, so use it right away!




## **Locked Out?**

After 3 incorrect password attempts, the app will be locked for security reasons. Wait 30 minutes and you'll be able to access the "Forgot Password" function. If you need access sooner, contact Cloverbelt Credit Union during regular business hours to have the app enabled.

## **Passcode**

If you navigate away from the app then return a short time later, you'll be required to log in again as a security measure. This prevents someone else from using the app to view or change your settings if they have access to your phone and you forgot to log out. Setting a passcode will allow you to quickly re-enter the app by inputting a short (minimum of 4) number, letter and/or character string (for Android or iPhones) or using your thumbprint (for iPhones), rather than re-entering your user ID and password. Set a passcode when enrolling your card or by tapping Menu (3 stacked bars) then selecting Settings and Passcode - enter a passcode, tap on Set, confirm the passcode and tap Set again. You can disable the passcode at any time by tapping the Disable tab.

## **Miscellaneous**

Your device may cache (save) account balance information. To ensure balances shown are current, tap the refresh icon. 

Transaction details will appear for 30 days or up to 50 transactions, whichever comes first.

Messages will appear for 7 days.

# mymobilemoney

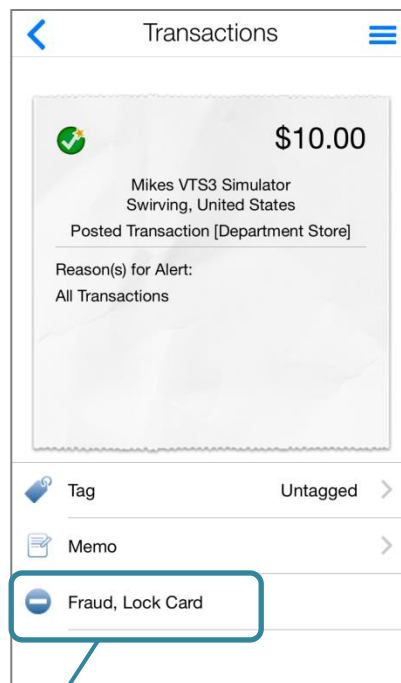
## Fraud Alerting

### Quick Reference Guide

In addition to being notified of potential fraud through the My Mobile Money Access app, you can also indicate transactions that you did not make.

On the Transactions screen, simply tap the option that says Fraud, Lock Card.

This notifies our fraud specialists that this transaction needs to be investigated and your card is automatically locked. If you select Fraud, Lock Card, your card will be turned off temporarily and future transactions may be denied. Notify your financial institution immediately with questions and concerns.



#### Note:

You will receive an alert from the My Mobile Money Access app any time a transaction is declined for ANY reason. Denied transaction alerts are informational only and do not allow a response like the suspicious fraud alerts.

