



# CREDIT UNION OF TEXAS

## “CU of TX Mobile” Smart-Phone Application User Guide

### FAQs

**Q: How much does the application cost?**

A: The application is FREE!

**Q: Where can I download the application?**

A: The application can be downloaded from the Apple App Store and the Android Market. Search for “CUofTX” to locate and download the application. Links will also be available on [www.cuoftexas.org/mobile.html](http://www.cuoftexas.org/mobile.html).

**Q: What mobile platforms is the application compatible with?**

A: The application is currently compatible with the iPhone, iPad, iPod Touch, and Android (2.1 operating system and higher) platforms. Other platforms (such as Blackberry) are under consideration but are not available with the initial release.

**Q: What functions are available with the application?**

A: The free application allows you to:

- View account balances and transaction histories (*must be enrolled in Home Banking to access accounts*)
- Make a transfer between CUofTX accounts
- CUofTX contact information – phone number, email, lost/stolen card numbers, mailing address
- View rates
- Locate nearest ATM or branch
- Connect with us through Facebook and Twitter!

**Q: Do I need to enroll in mobile banking in order to use the application?**

A: No, your login and password to mobile banking will be the same as your login and password to online banking. You do not need to log-in to your account to access the other features of the app such as rates, locator, contact us, etc.

**Q: What should I do to prepare for the application?**

A: Enroll in Home Banking at [www.cuoftexas.org](http://www.cuoftexas.org) if you wish to access your account information via Home Banking. If you aren't already enrolled in Home Banking, call us at (972) 263-9497 or (800) 314-3828, or stop by any branch.

**Q: Can I give feedback?**

A: Absolutely! Please use the Apple App Store and Android Market's rating and review features to let us know what you think, or send an email to [feedback@cuoftexas.org](mailto:feedback@cuoftexas.org) with your thoughts. We'd love to hear from you!

**Q: How do I access the app?**

A: To install the app, search the Apple App Store or Android Market for “CUofTX”, or scan the following QR codes.

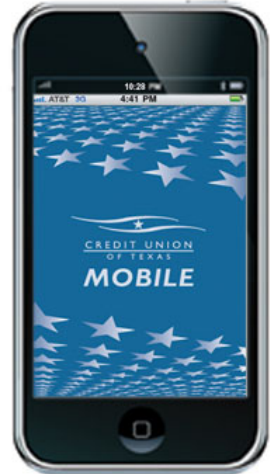
iPhone/iPod/iPad device:



Android device:



Look for the CUofTX Mobile icon:

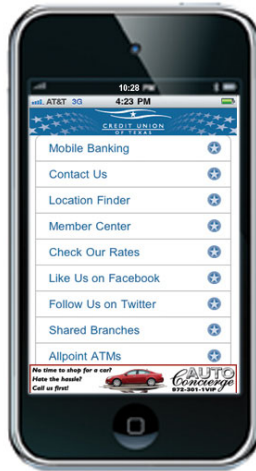


It's **free** to download and install. For the browser based site, visit [www.cuoftexas.org/mobile.html](http://www.cuoftexas.org/mobile.html) for details.

## “CU of TX Mobile” Smart-Phone Application User Guide

### CUofTX Mobile Features:

1. **Home screen:** displays the actions that can be performed in the app
  - a. Launch the app from your mobile device
  - b. Select the desired action (Mobile Banking, Location Finder, etc.) from the Home screen menu

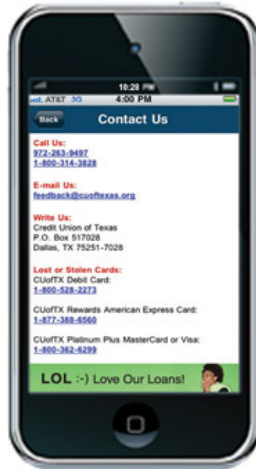


2. **Mobile Banking:** check balances, review transaction history or make funds transfers
  - a. Launch the app from your mobile device
  - b. Select “Mobile Banking” from the Home screen menu
  - c. Enter your CUofTX Home Banking User ID and Password and click “Login”



## “CU of TX Mobile” Smart-Phone Application User Guide

3. **Contact Us:** view important contact numbers for CUofTX (Member Services, e-mail, mailing address, etc.)
  - a. Launch the app from your mobile device
  - b. Select “Contact Us” from the Home screen menu

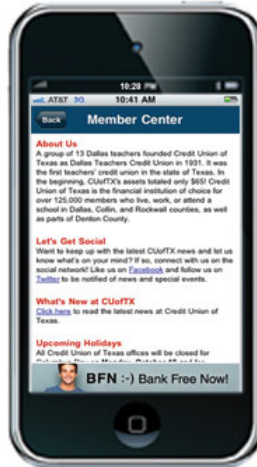


4. **Location Finder:** locate the nearest CUofTX branch or surcharge-free ATM  
*Please note, Location Services must be set to “On” in the device settings for the app*
  - a. Launch the app from your mobile device
  - b. Select “Location Finder” from the Home screen menu
  - c. To search by ZIP Code or City, State:
    - Enter the search criteria in the “Your Location” section of the Location Finder screen
    - Select “Find Branch/ATM”
    - To view the locations returned in your search results on a map, select the “Map” button at the top right of the Location Finder screen — locations will be plotted on a map with pins which can then be clicked to get more details and/or directions
    - Select the location listed (or pin on map) from the search results to get more details and/or directions
  - d. To search by using your current location (uses GPS coordinates), select the “compass” icon adjacent to the field for entering Zip Code or City, State
    - Select “Find Branch/ATM”
    - Select the desired location from the search results to get more details and/or directions
    - To view the locations returned in your search results on a map, select the “Map” button at the top right of the Location Finder screen
    - Select the location listed (or pin on map) from the search results to get more details and/or directions

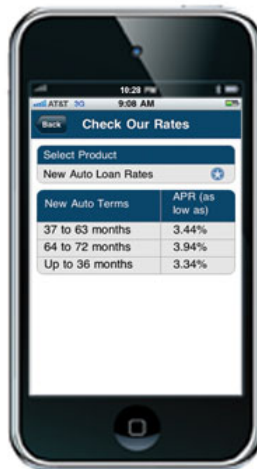


## “CU of TX Mobile” Smart-Phone Application User Guide

5. **Member Center:** check the latest news at Credit Union of Texas
  - a. Launch the app from your mobile device
  - b. Select “Member Center” from the Home screen menu and view



6. **Check Our Rates:** check the latest rates for CUofTX products and services
  - a. Launch the app from your mobile device
  - b. Select “Check Our Rates” from the Home screen menu
  - c. Select product you wish to view rates by clicking the star icon on the “Select Product” menu
  - d. Rates for the product selected are displayed



## “CU of TX Mobile” Smart-Phone Application User Guide

7. **Facebook:** interact with CUofTX through our social network presence on Facebook
  - a. Launch the app from your mobile device
  - b. Select “Facebook” from the Home screen menu to view the CUofTX fan page
  - c. You will need to log in to Facebook in order to interact with our page (comments, likes, etc.)

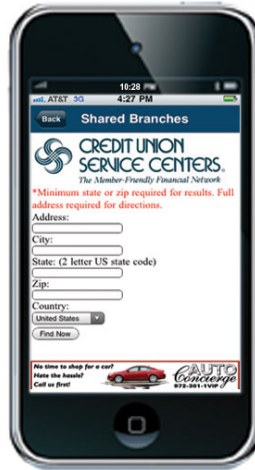


8. **Twitter:** interact with CUofTX through our social network presence on Twitter
  - a. Launch the app from your mobile device
  - b. Select “Twitter” from the Home screen menu to view our twitter feed
  - c. Sign in to Twitter in order to interact with our page (comments, likes, etc.)



## “CU of TX Mobile” Smart-Phone Application User Guide

9. **Shared Branches:** locate the nearest shared branch location
  - a. Launch the app from your mobile device
  - b. Select “Shared Branches” from the Home screen menu
  - c. Enter address and/or zip code and click “Find Now”



10. **Allpoint ATMs:** locate the a Surcharge Free Allpoint ATM location
  - a. Launch the app from your mobile device
  - b. Select “Allpoint ATM” from the Home screen menu
  - c. Enter address and/or zip code and click “Find Locations”

