Financial Plus Credit Union Online Banking User Guide

Getting Started
1. Visit www.financialpluscu.com or my.financialpluscu.com/login
2. Click Login
3. If you have used the previous online banking platform, you will go ahead and enter the same login credentials you previously used for the new online banking platform.

For Existing Users – Online Banking
1. Enter your online banking username (same as previous online banking username) and select **Continue**
2. Enter online banking password (same as previous online banking password) and select **Sign In**
3. Complete two-factor authentication if necessary.
   a. In the **Code** field, enter the verification code that was sent to your mobile device.
      i. **Tip:** you can select **Resend** or **try another way** on *Enter verification code* screen to send another verification code to your device.
   b. Select **Remember this computer** to skip verification code entry on this browser and device at login
   c. Select **Verify**.
4. The *Dashboard* screen for online banking appears.

Enroll as a New User – Online Banking
1. Click **First time user? Enroll now** Under the login prompt
2. Enter the primary member's SSN, account number, email address and phone number and click **Next**
3. Set up 2-step verification
   a. When the *protect your account with 2-step verification* screen appears, select **Get Started**
   b. Select an option from *Choose your verification method* screen.
      i. **Voice or Text Message –** Verification codes are sent to your phone.
      ii. **Email -** Verification codes are sent to your inbox
      iii. **Authy –** Use the Authy app to generate a unique code to authenticate your account.
      iv. **Authenticator App –** Banno can support any authenticator app using either a QR code scan or manual code entry.
   c. Select **Done.**
4. Read the user agreement, and then select **Agree**.
5. Create a username and password by entering information in the **Username** and **Password** fields, and then select **Next**. The end user can see username and password rules by selecting **Show rules**
6. The *Dashboard* screen for online banking appears.

Financial Plus Credit Union Mobile Banking User Guide

For Users *Without* an Existing Mobile Banking Account

1. Navigate to your mobile devices' app store and search **FPCU-IA** and download the app.
    a. App link for [Apple App Store](#)
    b. App link for [Google Play Store](#)
2. Open the app once it has finished downloading to your mobile device.
3. Select **First time user? Enroll now.**
4. Create a profile by entering an SSN, EIN or ITIN, in addition to an account number, phone number and email address.
5. Set up 2-step verification
    a. When the *protect your account with 2-step verification* screen appears, select **Get Started**
    b. Select an option from *Choose your verification method* screen.
        i. **Voice or Text Message –** Verification codes are sent to your phone.
        ii. **Email -** Verification codes are sent to your inbox
        iii. **Authy –** Use the Authy app to generate a unique code to authenticate your account.
        iv. **Authenticator App –** Banno can support any authenticator app using either a QR code scan or manual code entry.
    c. Select **Done.**
6. Read the user agreement, and then select **Agree**.
7. Create a username and password by entering information in the **Username** and **Password** fields, and then select **Next**. The end user can see username and password rules by selecting **Show rules**
8. The *Dashboard* screen for online banking appears.

For Users *With* an Existing Mobile Banking Account

1. Navigate to your mobile devices' app store and search **FPCU-IA** and download the app.
    a. App link for [Apple App Store](#)
    b. App link for [Google Play Store](#)
2. Open the app once it has finished downloading to your mobile device.
3. Log in by entering your online banking username and password
4. Set up 2-step verification
    a. When the *protect your account with 2-step verification* screen appears, select **Get Started**
    b. Select an option from *Choose your verification method* screen.
        i. **Voice or Text Message –** Verification codes are sent to your phone.
        ii. **Email -** Verification codes are sent to your inbox
        iii. **Authy –** Use the Authy app to generate a unique code to authenticate your account.
        iv. **Authenticator App –** Banno can support any authenticator app using either a QR code scan or manual code entry.
    c. Select **Done.**