

Mobile App User Guide


Download the Mobile App



iPhone and iPad

To find our Freedom Credit Union Mobile App just scan the appropriate QR code to the right with your Apple device:




Or you can find it through the iTunes App Store: 

Step 1 – Go to the iTunes App Store in your list of Apps on your mobile device

Step 2 – Tap on the magnifying glass symbol at the bottom of the screen to begin your search

Begin typing “Freedom CU PA” in the search field. Suggestions may automatically display for you as you begin typing.

Select Freedom Credit Union from the list of suggestions and look for our Icon: 

Step 3 – Tap the “Get” button. A progress bar will display as the App installs to your device. When the install is complete you will see the button to “Open” the App displayed

iPhone
Download




iPad
Download



Android

To find our Freedom Credit Union Mobile App just scan the QR code to the right with your Android device.




Or you can find it through the Google Play Store: 

Step 1 – Go to the Google Play Store in your list of Apps on your mobile device

Step 2 – Tap the bar labeled “Apps”

Tap on the magnifying glass symbol in the upper right corner to begin your search

Begin typing “Freedom CU PA” in the search field. Suggestions may automatically display for you as you begin typing.

Select Freedom Credit Union from the list of suggestions and look for our Icon: 

Step 3 – Tap the Freedom CU Icon; tap the “Install” button. A progress bar will display as the App installs to your device. When the install is complete you will see the button to “Open” the App displayed

Android
Download



Current users: Download the App update to enjoy the most current version

Questions? Visit FreedomCU.org/mobile

Mobile App User Guide

Register Your Freedom Account in Mobile Banking



Step 1

Open the App and tap the link for “New Mobile User? Tap to register”. This is just below the “Username/ Password” prompts.

Step 2

You will be asked to “Accept” the terms and conditions for accessing your account in the Freedom Mobile App.

Step 3

You will need to verify the following personal information of the Primary Member on the Freedom account that you are registering:

- Last four digits of the social security number
- Date of birth
- Zip code

Member Verification

Account Number

SSN last 4 digits

Date of Birth

MM DD YYYY

Zip Code

VERIFY

Step 4

You may now create a username and password for accessing the mobile app. Passwords must include at least 1 upper case letter, 1 lower case letter, 1 number and 1 special character.

Step 5

Provide your preferred phone number and e-mail address for our Mobile App records (this will not change any information on your account record at the Credit Union – please contact us for assistance with that).

Choose New Username and Password

Username

demo

Password

Confirm Password

Phone

215 612 6955

Email

Submit

Step 6

Select which account on your Membership you would like to display first when you log into your mobile device. This is referred to in the App as your “Primary account” – this is for display purposes only and can be changed at any time.

Select Primary Account

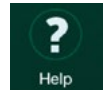
Accounts

S1 Primary Shares (S1)

Submit

Forgot your Username or password?

Step 1 – Tap on the Help icon at the bottom of the mobile App log-on screen and tap on “Forgot Username” or “Forgot Password.”



Step 2 – You will be prompted to fill in the following ID verification information:

- Membership Number
- Last 4 digits of Social Security Number
- Date of Birth
- Zip Code

Step 3 – Tap on “Verify”

Username: Your username will be displayed to you on the screen.

Password: You will be prompted to select a new password and “submit” this.

You can also set the app to login using Touch ID (for compatible Apple devices), a 4-digit PIN, and Auto Login to quickly see balances and activity without signing in. To enable any of these features:

Step 1 – Tap the menu icon in the upper left corner.



Step 2 – At the bottom of this menu screen is an additional set of icons which you can scroll to the left or right to display many menu options.

Step 3 – Scroll the icon menu to the left. Tap on the “Settings” icon.

Step 4 – Select the toggle for the option you’d like to use. Each will ask you to “Confirm” your selection and you may be asked to “Accept” a disclosure that you are requesting a security setting change.

Back Save

General Settings

Change Account Order

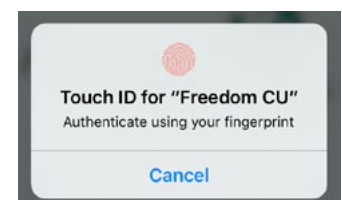
S1 - PRIMARY SHARES (S1)

Touch ID

Auto Login

PIN Login

Step 6 – Touch the “Save” at the top right corner.



Changing the Order of Accounts

Step 1 – All of the accounts associated with your Membership number and their current balances will automatically display when you login to the App.

Step 2 – You may change the order which these accounts display in. To make this change, begin by tapping the menu icon in the upper left corner.



Step 3 – At the bottom of this menu screen is an additional set of icons which you can scroll to the left or right to display many menu options.

Step 4 – Scroll the icon menu to the left. Tap on the “Settings” icon.



Step 5 – Tap on the “Change Account Order,” then drag and drop the accounts into the order you prefer.

View Transaction History

Step 1 – All of the accounts associated with your Membership number and their current balances will Automatically display when you login to the App.

Step 2 – To the right of each account is the balance and the available balance

Other Options

Filter - A link is available in the upper right corner to “Filter” the displayed history by several options. You can filter the information by:

- Amount
- Date
- Type (whether the transaction was a debit or credit to your account)

Search

You can search for a transaction within an account

Step 1 – Highlight the account

Step 2 – Type in information about the transaction in the search bar at the top of the page

Transfer Funds

Step 1 – Tap the menu icon in the upper left corner.



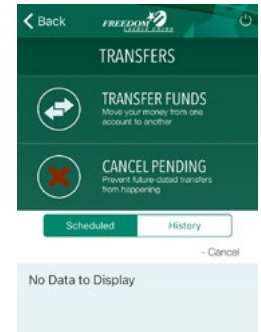
Step 2 – Tap on “Transfers.” A history of transfers that you have completed successfully will be displayed. To begin a new transfer tap the plus symbol in the upper right corner.



Step 3 – Tap on “From” and select the account to take funds from.

Step 4 – Tap on “To” and select the account to deposit funds to.

Step 5 – Tap “Amount” to key in the amount of your transfer. Then OK.



Step 6 – If you wish, your transaction can be scheduled for a future date by tapping on “Deliver By” and selecting a date from the calendar.

Step 7 – Note: You may add an optional note to your transaction. This note will display on your list of completed transfers in the “Transfers” section but not on your account transaction history.

Step 8 – “Next” then “Submit” to complete your transfer.

iPad Mobile App User Guide

Enhanced Features - Pay a Friend



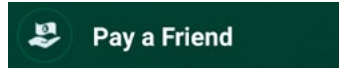
Step 1

Tap the menu icon in the upper left corner.



Step 2

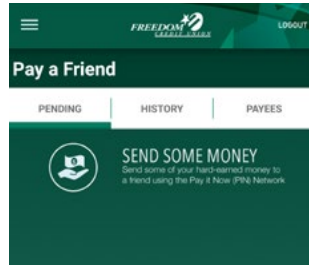
Tap on "Pay a Friend"



Note: On first login, you may be asked to "Edit Your Profile." This information will be included in the message your friend receives when a payment is sent.

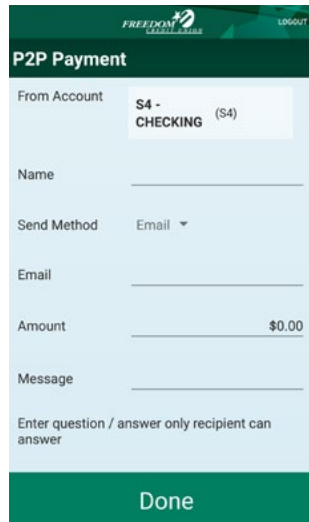
Step 3

To setup a new Payee, tap "Send Some Money."



Step 4

Type in the name of your friend, select the Send Method (Email or Phone), your friend's email or mobile phone number, the amount you'd like to send and a personalized message that your friend will see. For security purposes, you will also need to enter a question and answer that only the recipient can answer. Then tap "Done."



Step 5

Your friend will receive an email or text message signaling you have sent them. The message will include a custom link to payveris.com (PayItNow) to claim the money.

Peter J Davis would like to send you \$5.00 using PayItNow (PIN) payment network. To accept this payment, just tell us where to deposit the money. Go to <https://pin.payveris.com/pp/pub/?9d20#/p2p/9d20dcec-4f1a-4916-b4cc-0f6ae6e0517a>

Step 6

Your Friend will need to complete a short form, including the question answer you provided and their bank account and routing number.



Sending cash has never been easier.

Welcome, Steven.
Marie Davison wants to send you \$5.00 through

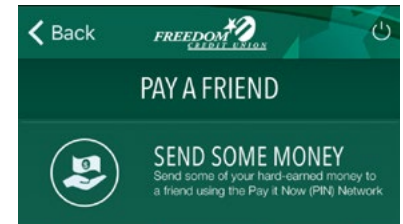
Step 7

Once your friend accepts payment, you will receive a text message or email to confirm payment has been sent.

The \$5.00 PIN payment from Peter J Davis has been sent to the account you designated to receive the deposit. You should see it posted in a day or two.

Note

You may view a history of your Pay a Friend payments in the "History" tab. You can also use the "Payees" tab to quickly send money to friends you have already sent money to using Pay a Friend.



Payee Name	Date	Status	Amount
Jim Smith	04-20-2016	InProcess	\$5.00
Jane Doe	04-06-2016	Sent	\$30.00
Steve Adams	04-06-2016	Sent	\$61.00

Mobile App User Guide

Enhanced Features - Mobile Deposit



Step 1

Tap the menu icon in the upper left corner.



Step 2

Tap on "Deposits"



Your Deposit History will display.



Step 3

Select Make A Deposit

Step 4

Type in the dollar amount of your deposit.

Step 5

Place your endorsed check, front side up, on a flat, dark surface.

Step 6

Tap on the "Check Front - Take Photo" icon for the check front.



Step 7

Position the check image inside the brackets of the window that opens on your mobile device camera and Tap the image to take the picture.



Step 8

A clear image is extremely important – if the image doesn't seem to be clear enough or displaying the full image of the check, you can retake the photo by clicking on the Re-Take icon. If the image is clear and shows the entire check click on the Save icon to accept the image.

Step 9

Tap on the "Check Back - Take Photo" icon.

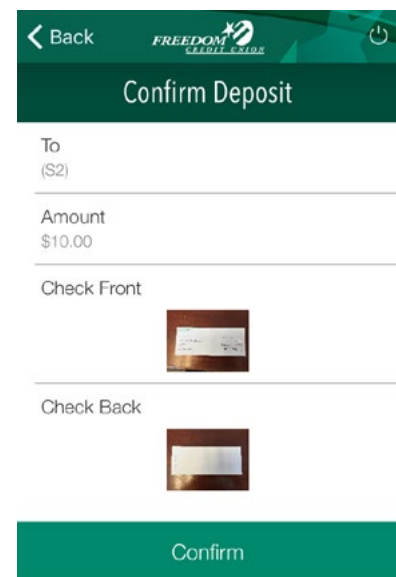


Turn the check over and repeat this process for the back of the

check (be sure check is properly endorsed). Tap the "Submit" button at the bottom of the screen to continue.

Step 10

The image and dollar amount of your deposit will be displayed for you to confirm. If everything looks good, tap on "Submit" then "Confirm".



**Remember, checks must be properly endorsed and payable to the name on the account.
Keep your check for 60 days after depositing before securely destroying it.**

The first \$2,500 of your total daily deposit is made available immediately; the remainder of the funds may be held up to two business days. If a longer hold applies, we will tell you when the funds will be available. Funds will generally be available no later than the seventh business day after the day of deposit.

Questions? Visit FreedomCU.org/mobile

Mobile App User Guide

Enhanced Features (continued)



Card misplaced or left at home? You can immediately deactivate it.

Step 1 – Tap the menu icon in the upper left corner.



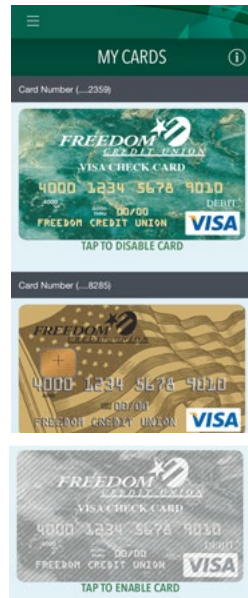
Step 2 – Tap on “My Cards.” All plastic cards associated with this Membership will be displayed.

Note: On some phone models the display area may require that you scroll the menu up to see the “My Cards” menu bar.

Step 3 – Tap the card image to disable the card. Confirm you wish to disable the card. Deactivated cards will be grayed out. To get a new card – contact the credit union.

Step 4 – Reactivate your card by tapping on the grayed out card. Confirm you wish to reactivate the card and it will be ready to use again.

Note: The mobile app cannot be used for the initial activation of a new card that has been sent to you. Please continue to do this by dialing the phone number listed on the activation sticker on the new card.



Alerts

Set alerts to receive email notifications about your account.

Step 1 – Tap the menu icon in the upper left corner.

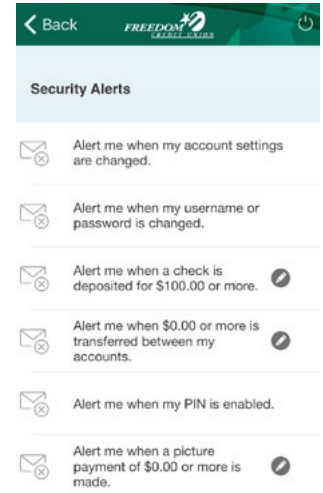


Step 2 – Select the Alerts icon.

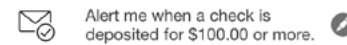


Step 3 – Enter the email you would like to receive the alerts.

Step 4 – Tap Security Alerts to select your alerts.



Step 5 – Select and edit the alerts you would like to receive. Tap to select the alert. The envelope will have a check mark in the circle if the alert is selected.



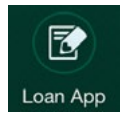
Step 6 – You will receive a confirmation email detailing the alerts you’ve changed.

Mobile App User Guide

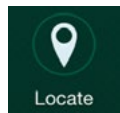
Advanced Settings



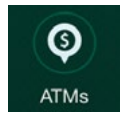
Tap the menu icon in the upper left corner. Additional tools are displayed as a scrolling band of icons at the bottom of the screen.



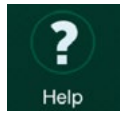
Loan App – Launch a Freedom Credit Union loan application. A completely secure and encrypted method to apply for any Freedom consumer loan from the convenience of your mobile device. Please see our web site for current rates.



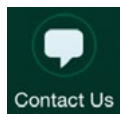
Locate – Quickly locate all of Freedom's branches. You will see the address, hours of operation, map location and a link to driving directions.



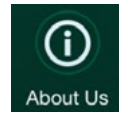
ATMs – The largest surcharge free network of ATMs that Freedom Credit Union belongs to is operated by the Co-Op network. This same network also operates a system of credit union branch locations nationwide where Members can access their FCU account. You can use this tool to locate either a surcharge free ATM or a Shared Branch location nationwide.



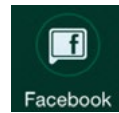
Help – You can retrieve your username or reset your password for yourself in needed.



Contact Us – Automatically dial our Member Service Representatives during business hours, or you may send us an e-mail and we'll get back to you as soon as possible (please do not include account information in your e-mail).



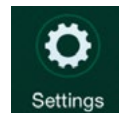
About Us – Learn more about the community that Freedom Credit Union has been serving since 1934.



Facebook – Check us out on Facebook... a great way to stay up to date on events and information about your Credit Union.



Twitter – Follow us on Twitter. Stay in contact and catch the story of Freedom Credit Union.



Settings – there are five different settings that you can use to customize your Freedom Credit Union App:

- You can change the order that accounts are displayed in
- Change the number of transactions that will be displayed in a history of activity
- Activate the auto Login feature – this will only allow you to automatically see account balance and histories without logging into your mobile app
- Security alerts – there are several security alerts that you can enable or disable on your account's mobile activity
- Enable PIN Login – this will allow you to replace your username and password with a four digit PIN number to login to your mobile app



Share Us – Spread the word! We'd love to have you tell your friends and family about our new mobile app and the many ways that Freedom can assist them, so we've made it easy for you to share our app by e-mail or social media.