



### **How do I sign up for Mobile Banking?**

Log in to CAMPUS QUE (don't have CAMPUS QUE Free Home Banking, call 800-367-6440 and press 5 during regular business hours). Go to "Access Accounts" and click on "CAMPUS Mobile." Follow the instructions and enter the mobile phone number of the device you will use to access CAMPUS Mobile Banking. Be sure to click the check box for every account you would like to access on your mobile device. After you complete this process you will receive a text message (standard messaging rates will apply) with instructions on how to access the mobile products you selected (Mobile App, Mobile Banking and Text Banking).

### **Is there a fee for mobile banking?**

No. The app is a free download from iTunes & Google Play. There is no charge for the CAMPUS USA Credit Union Mobile App, Mobile Banking or Text banking, though standard text messaging fees will apply.

### **What is the difference between Mobile Banking, Mobile App and Text Banking?**

You must register your mobile device in order to access your CAMPUS USA Credit Union Account online via either mobile banking, the mobile app and/or text banking.

Mobile Banking is a website compatible with most mobile devices and smartphones.

CAMPUS USA Credit Union Mobile App is available for download in the Apple App Store for iPhones or Google Play for Androids.

Text Banking is available with SMS enabled mobile devices and standard text messaging rates will apply.

### **Is the Mobile App available on my cell phone?**

At this time, the CAMPUS Mobile App is only available in the iTunes Store (for iPhone) and Google Play (for Droid). All other smart phone users can take advantage of Mobile Banking or Text Banking.

### **Can I use the app for multiple accounts?**

As long as your accounts are set up for multi-account transfers (you have a drop down box in the top right corner of CAMPUS QUE to switch from one account to another) you can access multiple accounts via Mobile Banking. This allows all the account holders to see the account information (balances and transactions) of both accounts. If your accounts are not set up for multi-account transfers and you would like them to be, please call 800-367-6440 and press 5 during regular business hours. With both parties approval, we can set this up for free. Note: Cross account transfers will not work.



**Why can't I sign in to my other CAMPUS accounts on CAMPUS Mobile?**

As a security measure, after your initial log in, your account number is not transmitted to your phone. Therefore once your information is securely downloaded only that account number is accessible through that particular mobile device. You can still access multiple account numbers using multi-account transfers (however, cross account transfers will not work).

**I am having trouble registering my device for the Mobile App, Mobile Banking and/or Text Banking in CAMPUS QUE?**

All of your account information (address, phone number, etc) must be complete before you can register for any mobile banking service. In CAMPUS QUE, please go to the Account Preferences Tab, and make sure your "Contact Information" is complete.

**I registered my device on CAMPUS QUE but I don't see all my accounts.**

In order to see an account in the Mobile App or Mobile Banking, you must have selected it when registering your device. That is, under "eligible accounts" you must have selected it. It's not too late to edit the settings, just go to CAMPUS QUE and sign in, click "Mobile Banking" under the "Access Your Accounts" tab and under "My Accounts" select all the accounts you would like to view from your mobile device.

**Can I use the app on my iPad and/or tablet?**

As a security measure, iPad and tablets are not currently supported. Please watch for this update coming in 2013.

**What is my "Username" and "Password"?**

Your Username is just your account number, your Password is the same PIN you use to access CAMPUS QUE Home Banking.

**What is my "Ledger Balance"?**

Your "Ledger Balance" is the current available balance in your account.

**Can I view my transaction history?**

Yes. In the CAMPUS USA Credit Union Mobile App for iPhone and in Mobile Banking you can view up to 30 days of transaction history. Using the CAMPUS USA Credit Union App for Android, you can view up to two weeks.

**Does mobile banking support CAMPUS PAY Online Bill Pay?**

Yes, you can pay existing payees and change payment amounts from CAMPUS Mobile. Unfortunately, you cannot set up additional payees at this time.



### What are the commands for Text0 Banking?

Command:	For example:	To Receive:
HIST + Account Nickname	HIST C1	History Account Nicknamed "C1"
BAL	BAL	The balances for all of your accounts
HELP	HELP	For help
STOP	STOP	To cancel text banking