

FAQs for Mobile Banking Center

General

1. What is Mobile Banking?

Mobile Banking gives you access to your accounts from your mobile phone or other device to view account balances, search recent account activity, transfer funds, use bill pay, and find the nearest ATM or Shared Branch location.

2. Is it secure?

Yes, the mobile browser and downloadable application utilize best practices from online banking such as HTTPS, 128-bit SSL encryption, password access and application time-out when your phone is not in use. No confidential information is stored on your phone. If your phone is lost or stolen, we recommend that you use your User ID and Password to sign into Home Banking from our website and change your password there.

3. What access modes are available?

Depending on your preference and your phone capabilities, you can choose to use home banking through our website or a downloadable application.

4. Which mode should I use?

If your phone is supported, a mobile application offers the best user experience and screens. Phones with internet access (WAP 2.0 or higher) are capable of using the mobile web mode. You must have cookies enabled.

5. Can I use more than one access mode on my phone?

Yes, you can use any combination of modes from the same phone. You will need to activate each option separately on your phone.

6. Can I use this service on more than one phone?

Yes. Once you are registered, you can use the app on more than 1 phone.

7. Which wireless carriers are supported?

All major wireless phone carriers are supported as well as some regional carriers. Check back as new carriers are added periodically.

8. What if I forget my password or user ID?

Select the "Forgot Username" or "Forgot Password" option. For your security, you will have to verify your identity and re-select security questions. Then your user ID will be displayed and you will be prompted to create a new password. Remember, the password field is case sensitive.

9. What if I forget an answer to a security question?

If you forget the answers to your security questions, give us a call. For your security, you will have to verify your identity, re- select security questions, and create a new password.

Device Management

10. What if I get a new phone?

If you get a new phone, just download the app and sign in with your User ID and Password.

11. What if my phone is lost or stolen?

If your phone is lost or stolen, we recommend that you use your User ID and Password to sign into Home Banking from our website and change your password there.

Using Mobile Banking

12. How do I install a downloadable application?

iPhone visit the iTunes store and Android users visit Google Play. Search for the Advanz Credit Union app that looks like:



1. Once you download the app, you can enter in the same User ID and Password that you use for Home Banking. If you don't remember that information, try the Forgot Username or Forgot Password buttons at the bottom of the sign in box. If you still need help, call us at 502-429-4955 ext. 401.
2. Once you log in you will get a summary of your Accounts. You can click on the lines at the top to access the full menu. The menu is laid out similar to Home Branch.
3. There are a couple other short cuts before you log in.
 - a. The Quick View will display each of your accounts and the balance
 - b. The 3 buttons at the bottom will allow users to see branch locations, apply for a loan, contact us, etc.