



Mobile Banking Instructions – NEW enrollments

1. Log into Home Branch on our website and ensure that your contact information is correct. Click “Customer Service” and then “update contact information” and verify that the first phone number (primary number), and other information is correct. Please note how your name is listed as you must exactly match it during the enrollment process.
2. Our mobile app can be found with either Apple Apps or Google Play
3. Locate the app - **JCFCU**
4. Download the app
5. After the app is loaded, you will be unable to log in until you complete the enrollment process. Locate “enroll” at the bottom of the screen. Click it and you will be guided through the process.
 - a. When enrolling, please be sure to enter your name exactly as it is listed on your account. (if our system shows your name is John P. Doe – you must enter P. as your middle name)
 - b. the app will ask the last 5 numbers of your social security number (NOTE – if you only enter the last 4 of your social security number you will be unable to continue)
 - c. The app will deposit two amounts into your account and will then withdraw one amount (the sum of the two). As part of the enrollment process you will need to enter the amounts that were deposited, with no decimal point.
 - d. Passwords must be at least 8 characters with both uppercase and lowercase letters and with a number. Mobile deposits will not allow you to have 4 or more sequential numbers or letters or use the word “password.”
 - e. You can use the same sign-in information on the mobile app as on our Home Branch website. Please note that one does not affect the other. If you forget your password on the app you must chose “forgot password” and then reset it on the app.

The mobile app is used for personal accounts only – you cannot use the mobile deposit feature with a business account.

If you want to use the mobile deposit app to deposit a check for a joint member then you must first contact us to add their name on an exception list. Currently, the mobile app is unable to recognize joint members on your account.

**Lastly, if you want to deposit checks you must be sure to endorse them with: 1) your signature 2) for JCFCU Mobile Deposit Only. If your check is not endorsed in this manner then it will be “returned.”

Please call Bonnie Duffy at 502-429-4955 x248 if you have any questions.