

Apple iOS User Guide for 2023 Mobile App

App Versions 23.11.1 and 23.10.0, Guide Version 9/11/23

Introduction

The second generation mobile app provides more functionality, a better user experience, and enhanced security controls. New digital banking features include:

- Updated, easy-to-follow screen navigation
- > Ability to change your security questions and answers
- > Option to use facial recognition instead of a password
- More details in transaction history
- > Ability to automate or save member account-to-account transfers

Updating your Mobile App

Most users will automatically receive the update when you open the older app. If you have turned off automatic updates, open the App Store and tap the profile icon (upper right corner), find the Macon-Bibb ECU app then tap it to install.

If you have not yet installed the mobile app, go to the Apple App Store and search for **maconbibb** or **macon bibb**.

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Contents

Login & Account Details



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Savings

Accounts

Transfers

Welcome, Macon!

Shares

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Enter your online banking **Username** and **Password** then tap **Login**. You will also be asked to answer one of your security questions.

If this is first time you have used online banking, your **Username** will be your account number, and your **Password** will be the last 4 digits of your Social Security Number.

New members must follow instructions provided when your account was opened.

NOTE: This screen is the same as the 23.10.0 version.

Branches displays the <u>Phone, Email, Hours & Location</u> website page.
Join displays the <u>Membership Requirements</u> website page.
Loans displays the <u>Apply for a Loan</u> website page.
Contact Us displays the <u>Phone, Email, Hours & Location</u> website page.

Upon login, you will see the Welcome, (first name) screen with a list of your accounts.

Tap on an account to access features for that account.

NOTE: The **eDocuments** feature is not currently available.

Information provides details such as the date the account was opened.

You can view or search transactions.

Check By Mail





Tap the gear to open the **Account Settings** screen,

then tap **Request Check by Mail** for the screen below.

NOTE: Checks by mail are made payable to the primary or joint account owner only. If you need a check payable to another person or entity, you must come to the branch.

If this is not your current mailing address, update your address (see page 5) before you submit the amount below.

Enter the check amount here, then tap **Submit**.

Transfer Funds



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Tap the **Transfer** link on the left screen to display the **New Transfer** screen, then tap **To** for the screen below.

NOTE: Funds can be transferred only to another Macon-Bibb ECU account. You do not have the option to transfer funds to another financial institution or organization.

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Tap Add New Account,

then tap to check Other Member of the Credit Union.

If you don't know the **Suffix Number**, call Member Service at 478-219-1163.

LL - enter the first two letters of the account holder's last name.

Enter the Amount then tap Submit.

Your Profile Menu



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Accounts	Transfers	Services	••• More

When you tap the circled head icon you will see your account profile details.

Please verify and update as required your **Phone Number, Email Address** and (mailing) **Address**.

Login & Security are explained below.

Devices shows you which iPhones and iPads have accessed your account.

Log Out closes the app.

The **Alerts** function lets you create email alerts such as "Balance Below \$1000" or "Balance Below \$100" for each account.

The **Security** function lets you change your security question answers, or by tapping the gear to change your security questions and answers.

You can also change your Username and/or Password.

Log Out closes the app.

Services Menu



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From several screen views, you can tap the **Services** link at the bottom.

Loan Application displays the Apply for a Loan website page.

Messages enable you to send and receive messages with Member Service. **Rates** displays the <u>Loans</u> website page with rate schedules.

More Menu

Dark Mode darkens the background to reduce eye strain in low light conditions.
RECOMMENDED - Tap Enable Face ID to on (green). See details on next page.
Quick View will show your primary account balance *before* you login.
Language allows you to choose Spanish for some of the menus.
Alerts enables you to receive notices when specified balance changes occur.
Branch Locations displays the address and links for directions or map.
Privacy Policy displays the credit union Privacy Policy.

Face ID



After you Tap **Enable Face ID** to on (green) as shown above, close and re-open the app.

You will then be then be asked if you want to allow Face ID.

Face your phone. When you Tap **OK** your photo will be taken.

NOTE: This screen is the same as the 23.11.1 version.

NOTE: If you did *not* enable **Face ID**, you will not see the **Face ID** icon in the password field; enter your **Username** and new **Password** then tap **Login**.

Support

If you can't find the answer in this User Guide call **478-219-1163**, then press 6 for Member Service.