Google Android 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
- ➢ More details in transaction history
- ➢ Ability to automate or save member account-to-account transfers

Updating your Mobile App

Most Android devices automatically update apps when they are connected to WiFi, are charging, are idle, and the app is not open. The latest app version will open when you tap the Macon-Bibb ECU icon.

If you have turned off automatic updates, go to the Google Play app store, tap the profile icon (upper right corner), then tap Manage Apps & Device. Find the Macon-Bibb app then tap Update.

If you have not yet installed the mobile app, go to the Google Play app store and search for **macon-bibb** or **maconbibb**.
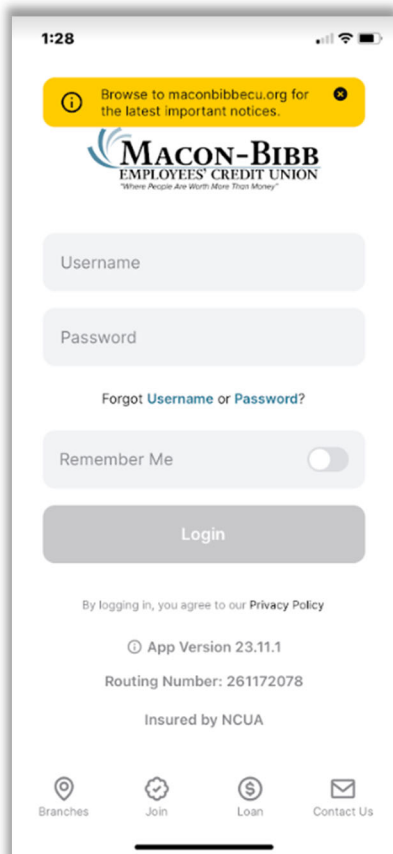
Support

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

Contents

Login & Account Details

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.

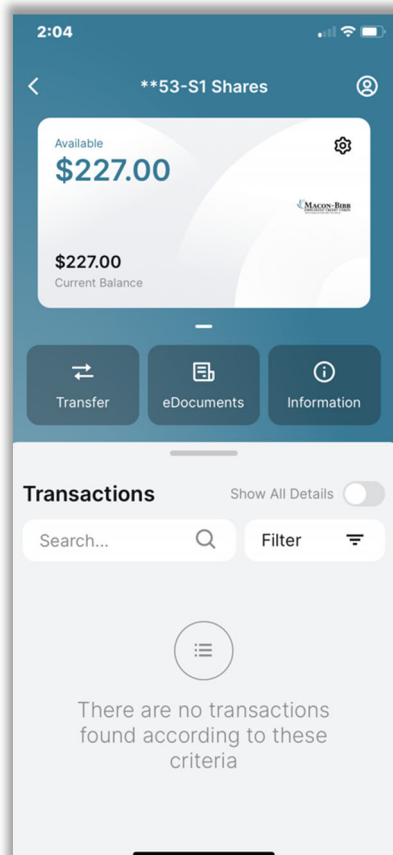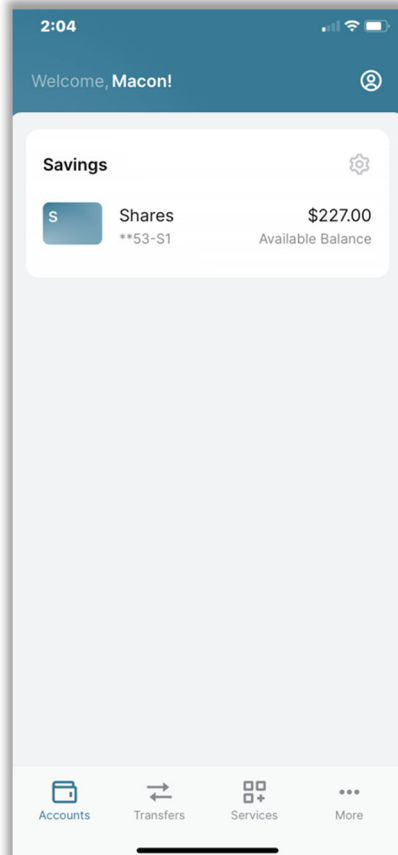New members must follow instructions provided when your account was opened.

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

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

Upon login, you will see the Welcome, (first name) screen with a list of your accounts.
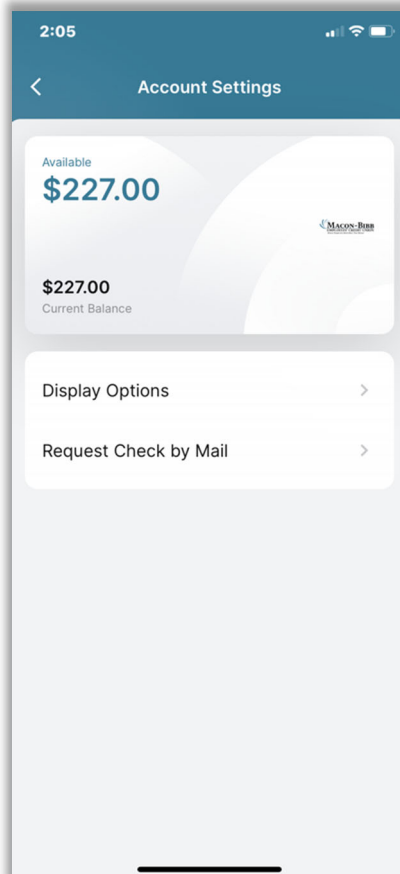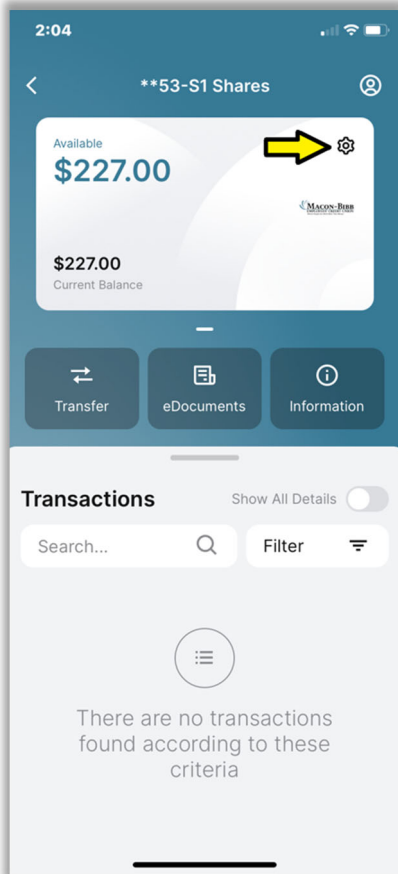
Tap on an account to access features for that account.

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

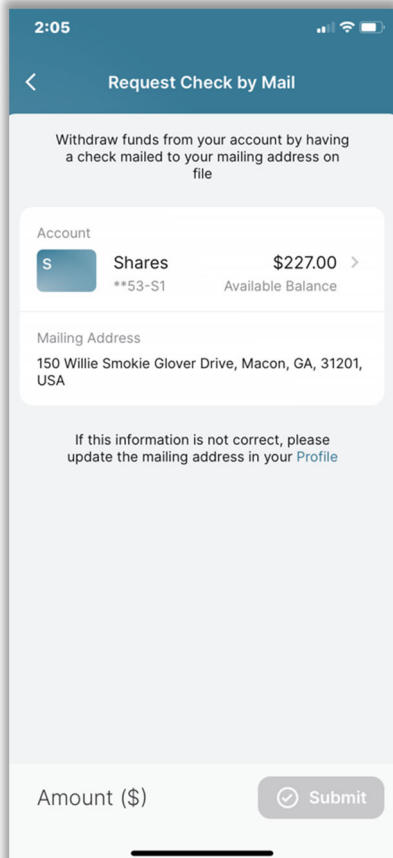**Information** provides details such as the date the account was opened.

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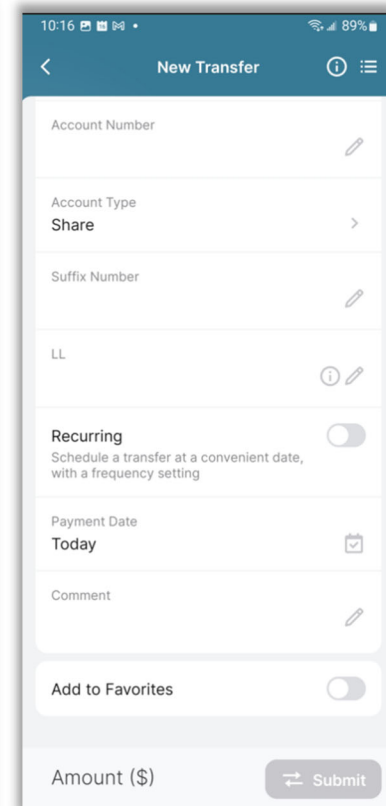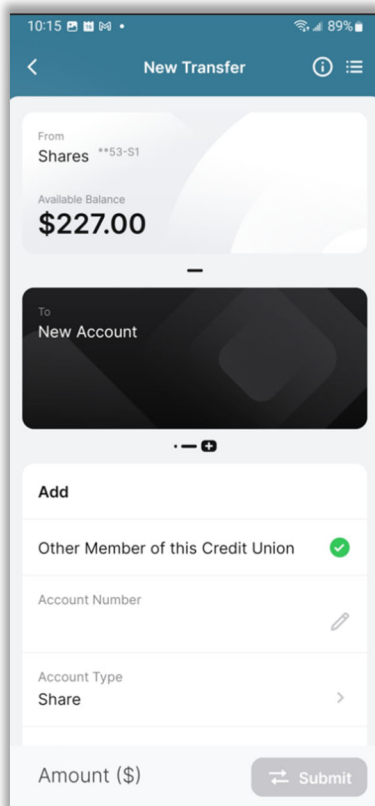
Enter the check amount here, then tap **Submit**.

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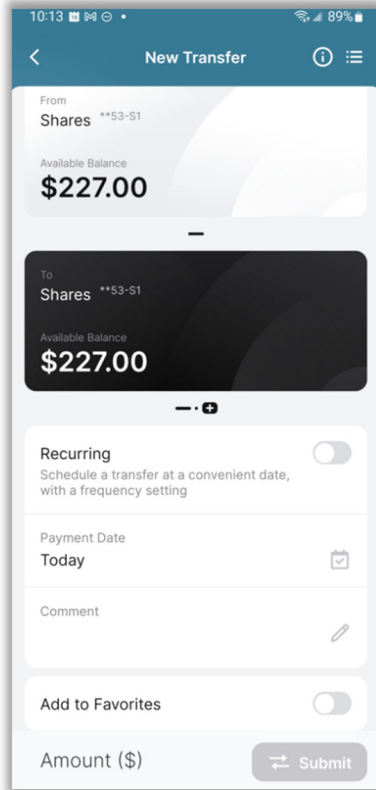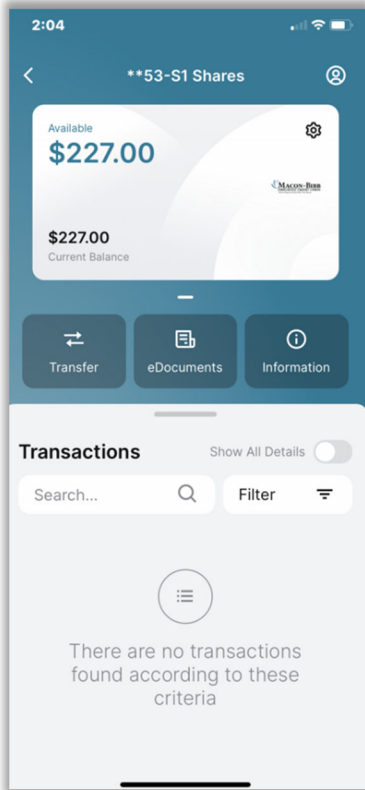
NOTE: Funds can be transferred only to another Macon-Bibb ECU account. You do not have the option to transfer funds to another financial institution or organization.

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

As shown on the left screen, tap to check **Other Member of the Credit Union.**
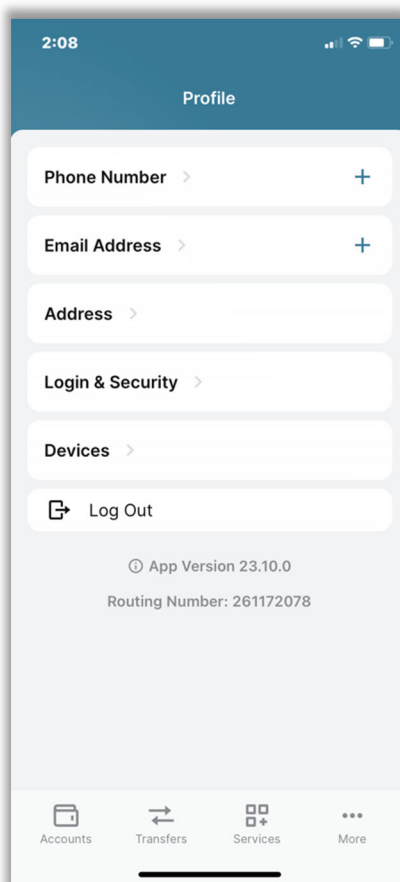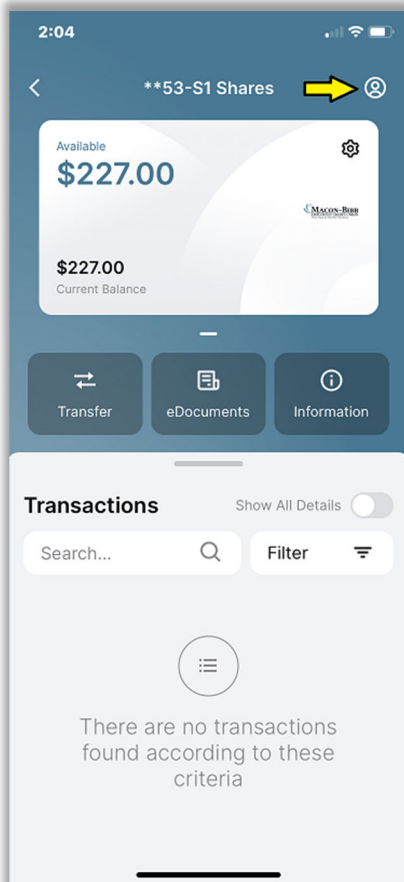
Scroll the screen upward to display the bottom part as shown on the right.

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

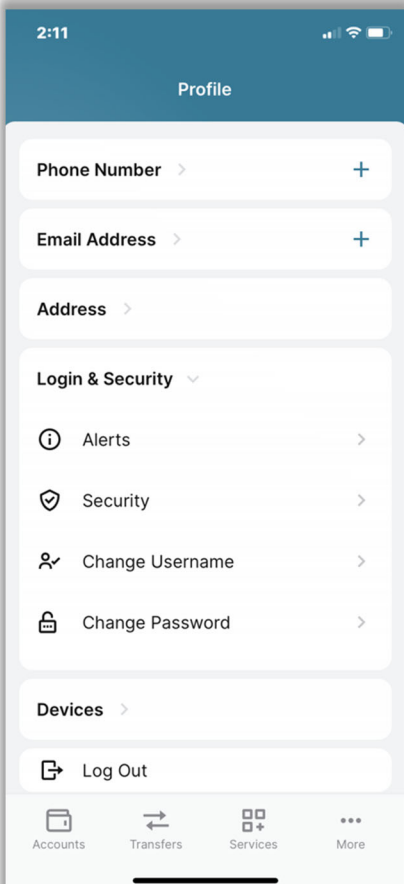When you tap the circled head icon you will see your account profile details.

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

Login & Security are explained below.

Devices shows you which Android devices have accessed your account.

Log Out closes the app.

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

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**.
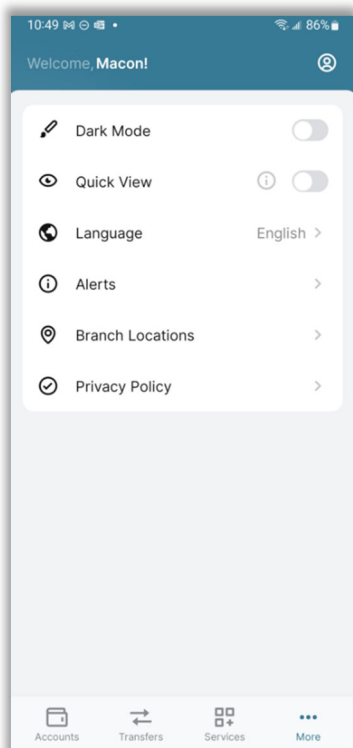
Log Out closes the app.

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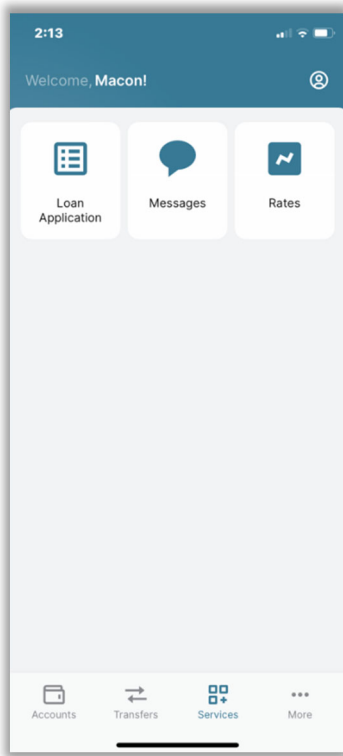
From several screen views, you can tap the **Services** link at the bottom.

Loan Application displays the Apply for a Loan website page.

Messages enables you to send and receive messages with Member Service.

Rates displays the Loans website page with rate schedules.

More Menu

Dark Mode darkens the background to reduce eye strain in low light conditions.

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.

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