

# Mobile Access

for every phone



brought to you by ATFCU

## Online Enrollment & Maintenance Guide mAccess

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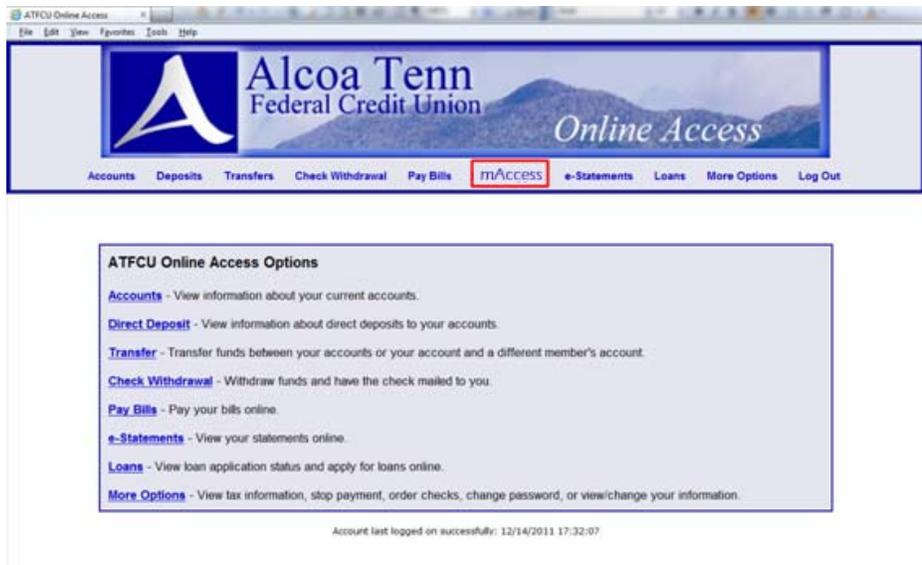
## Online Enrollment- mAccess

### Step 1 – Logon to Online Access from [www.atfcu.com](http://www.atfcu.com)

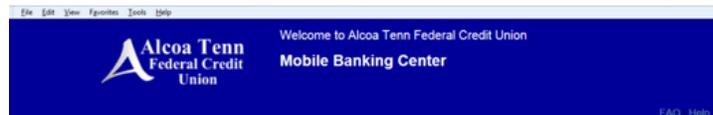
- a. You must be registered for **Online Access** in order to register for Mobile. Please contact Member Service or visit the Online Access portion of our website for more details.

### Step 2 – Enroll in Mobile Access

- a. Once logged in, you can securely access the Mobile Enrollment site by clicking the link “mAccess” from the top menu bar.



- b. Accept the **Terms and Conditions of Use** agreement.



#### Alcoa Tenn Federal Credit Union Terms and Conditions

You must accept the Terms and Conditions to start using Mobile Banking.

Printer Friendly Version

**END USER TERMS**

1. **General.** Access to the services via your mobile device is powered by the proprietary mobile technology solution owned by mFoundry, Inc. (the "Licensor"). The Licensor is not the provider of any of the services available to you through the Software (defined below), and the Licensor is not responsible for any of the materials, information, products or services made available to you through the Software. Such materials, information, products and services are made available to you by your Service Provider.

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3. **License.** Subject to the terms and conditions of this Agreement, you are hereby granted a non-exclusive, non-transferable, non-sublicensable license to use the Software.

Accept Terms & Conditions

Cancel

Continue

- c. Click **Printer Friendly Version** if you would like to print the agreement.

**Step 3 – Choose Your Security Questions**

- a. Select a question from each drop-down list and enter an answer in the box below each corresponding question.  
**Please Note: Security Questions are case sensitive and are different from your Online Access Security Questions.**
- b. Click **Continue** when you are done.

**Step 4 – Create your User ID and Password**

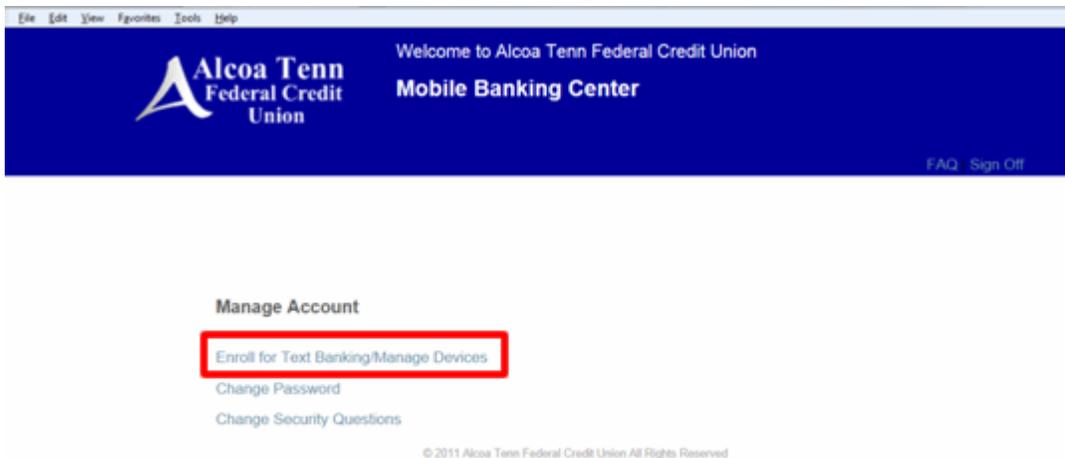
- a. Select a mobile access User ID. This will be the ID you use to log in to mAccess from your mobile device. We do not recommend using your member number as a User ID; pick an ID that is unique to you and easy for you to remember. Please note: you cannot change your user ID once it is set.
- b. Create and confirm your mAccess password. **Please Note: This password is case sensitive and differs from your Online Access/Access Line password(s). Your password must be a combination of letters and numbers no shorter than 8 characters.**
- c. Click **Continue** when you are done.

- d. After you have successfully enrolled, you will see a confirmation screen. Click “OK” to continue.



**Step 5 – Enroll in Text Banking**

- a. From the Account Management page, click **Enroll for Text Banking/Manage Devices** to:
- a. Have a text message with the mAccess URL sent directly to your mobile phone.
  - b. Enroll in the Text Banking service.



**Step 6 – Enroll Your Mobile Device**

- a. Select the appropriate mobile carrier from the dropdown menu.
- b. Enter your 10-digit mobile phone number.
- c. Click to accept the **Terms and Conditions of Use** agreement.

d. Click **Enroll**.

File Edit View Favorites Tools Help

**Alcoa Tenn Federal Credit Union** Welcome to mAccess  
Get started in two easy steps!

STEP 1 Enroll your mobile phone STEP 2 Activate mAccess

Mobile Carrier: Select

Enter your mobile phone number: ( ) -

mAccess Terms and Conditions: Printer Friendly Version

END USER TERMS

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I have read, understood and agreed on the Terms and Conditions of Use for mAccess and so signify by clicking "I" accept the Terms and Conditions of Use" and proceeding to use the product.

I accept the Terms and Conditions of Use

### Step 7 – Select Your Services

- You'll receive a confirmation message stating that your phone is enrolled.
- Check the box for Mobile Banking.**
- If you wish to enroll in Text Banking at this time, **check the box for Text Banking** as well.
- Once you have selected your services, click **Continue**.

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**Alcoa Tenn Federal Credit Union** Welcome to mAccess  
Get started in two easy steps!

STEP 1 Enroll your mobile phone STEP 2 Activate mAccess

(865) 850-4935 | Verizon | Edit

Your phone is enrolled. To start using mAccess, you need to activate the service on your phone.

The activation process determines if your phone is compatible with Text Banking and Mobile Banking. Choose the best option(s) to fit your needs, then select "Continue".

[CONTINUE >>](#)

**Text Banking**  
Use text messaging (SMS) to:

- Get account balances
- View recent transaction history

**Mobile Banking**

- Get account balances
- View recent transaction history
- Transfer funds between accounts
- Find ATMs and branches

#scriptsetActivation()

## Step 8 – Access Your Services

- a. If you selected Text Banking: You'll receive a 6-digit activation code. NOTE: Your 6-digit activation code is presented online ONLY. You must have your activation code to activate mAccess.

File Edit View Favorites Tools Help

**Alcoa Tenn**  
Federal Credit Union

**mAccess**  
Sign Off

STEP 1 Enroll your mobile phone    STEP 2 **Activate mAccess**

▶ 123-456-7890 | Verizon

You must use your phone to complete the activation process within 24 hours.

If your activation code expires, visit <http://www.atfcu.com/mobile.html> to get a new activation code.

**Your Activation Code: 036547**  
Expires on Wed, Dec 14, 2011 07:12 PM UTC.

PRINT ACTIVATION INSTRUCTIONS >>

**Activation Instructions**

You have successfully enrolled (865) 850-4935 for Text Banking and Mobile Banking!

To start, you'll need to activate Text Banking and then Mobile Banking on your mobile phone. Activation ensures a secure association with your phone. It's easy, just follow these steps:

- 1** Get text banking message.  
If you are activating Text Banking, a text (SMS) message will be sent to: (865) 850-4935 from 46379. 46379 is the SMS code for Alcoa Tenn Federal Credit Union. If you have not received the message in 10 minutes, or if you are re-activating Text Banking on this phone, send us your activation code by SMS to 46379. If (865) 850-4935 is not your phone number, please go to <http://www.atfcu.com/mobile.html> to edit or change your phone number.
- 2** Reply with activation code.

- b. You'll receive a text message requesting your activation code.
- c. Respond to this request with your code to activate Text Banking.
- d. You'll receive a text message with the URL for the mAccess home page.
- e. Use the URL for mobile access from your phone.
- f. Depending on the type of mobile device you use, you'll see a **Download App** button on the mAccess home page when you visit the site from your mobile phone. Simply click the link to download the app.

To access the mobile site, you may also type in [m.atfcu.com](http://m.atfcu.com) into the browser on your mobile device.

For instructions on downloading and installing an APP for your iPhone, iPod Touch, iPad, Android phone, Android Tablet, or Blackberry device please read our “Mobile App User’s Guide”.

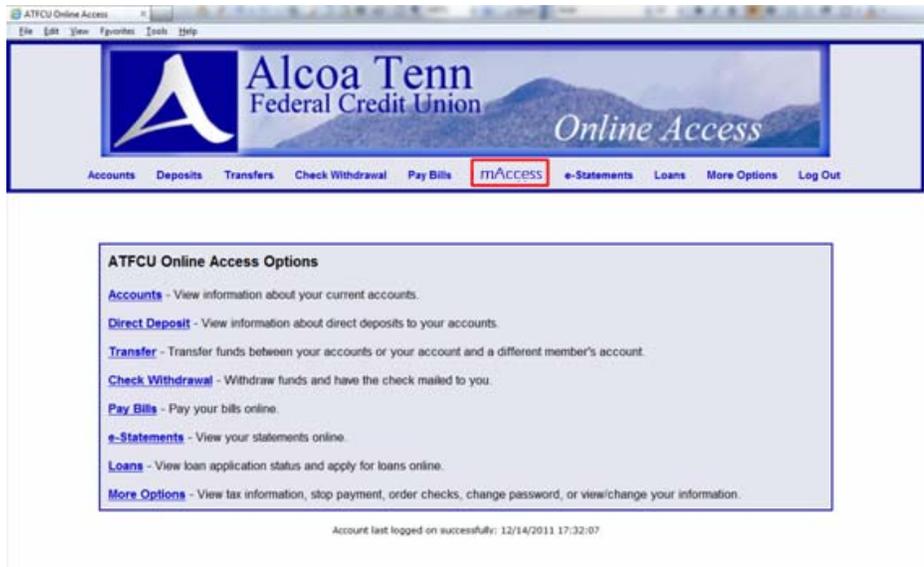
For instructions on using the Web Version of mAccess from your phone, please read our “Web User’s Guide”.

For instructions on using Text Banking, please read our “Text Banking Guide”.

## Step 9 – Maintaining Your Access

After you have successfully completed your mAccess registration, you must maintain your device(s) through the mAccess link of Online Access.

- a. Sign on the Online Access, then click the mAccess link.



- b. From the Welcome Center you may choose from the following options:
  - a. **Enroll for Text Banking/Manage Devices** allows you to add phones, delete phones, temporarily disable phones, change your carrier and/or phone number
  - b. **Change Password** will allow you to change your password for the mAccess System.
  - c. **Change Security Questions** will allow you to set up new security questions/answers. Please note: this option will not allow you to see your current security questions/answers



### Manage Account

[Enroll for Text Banking/Manage Devices](#)

[Change Password](#)

[Change Security Questions](#)

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