

First Time Users

Username (account no.) _____ Password (one time use) _____

- Go to www.financialtrustcu.com
- Click on the online banking section at the top right hand corner of the page
- Enter Username (*account number*)
- Enter Password (*one time use*)
- You will then be directed to a page to set up two security features
- The first security feature is a security image. Choose and click an image. This image is going to be the same one you select each time you log in
- The second security feature is a graphical word (*you must click where it states "graphic word" in light gray to be able to type*). Type in any word of your choice. You will have to type in this word exactly as it appears each time you log in (*it is case sensitive*)
- Once you have done both security features, click "Confirm"
- Next you will be prompted to pick your own password (*it is case sensitive*). Re-type your password just as you did above where it says "Verify password"; then click "Submit"

How to view statements

- Log into online banking (*see above*)
- Once logged in, locate and click on the menu bar (*the three white horizontal lines located at the top left hand corner*)
- Locate the first section labeled "Accounts" and click on the fourth option down labeled "Statements + Documents"
- This will take you to a new page labeled "Monthly Documents" where you will be able to see all the statements for your account
- To view a statement click "View" located on the right hand side
- Your statement will then pop-up so that you can easily view, print and/or save them

Locating a statement for an account you are joint on

- Log into online banking (*see above*)
- Once logged in, at the top right hand corner locate the section that has your name and the word "Acct" along with the ending digits of your account number
- Once you've located this section, click on it
- A drop down menu will appear with all the accounts you are joint on
- Click the account you want to view the statements for, then repeat the above instructions on "How to view statements"

* For the Financial Trust FCU Mobile App, please sign up for online banking first then see "Mobile App Instructions" page

First Time Users

Downloading the mobile app for Apple iPhone/iPad/iPod

- Click on the App Store icon on your device
- Click the "Search" button and in the top bar enter "Financial Trust FCU" (*app icon will be our triangle logo*)
- Click the app
- Click "Install" to download the app to your device

Downloading the mobile app for Android/Galaxy Smartphones

- Click on the Play Store icon on your device
- In the search bar at the top, enter "Financial Trust FCU" (*app icon will be our triangle logo*)
- Click the app
- Click the install, once completed the app is now on your device

Accessing your account through the mobile app for the first time

You will need to be near a computer that you can access your online banking from for this set up

- Open the app on your device (*use the same username and password from online banking to log in on the app*)
- Click "Login"
- On the "Device Registration Screen" click the "Online" option
- Your "Device ID" and "Device Name" will appear (*remember/write down these 2 things*)
- Below that information, click the "continue" button
- Leave the app open

- Next, log into your Financial Trust FCU online banking on the computer you are at. (*see our online banking instructions for any issues*)
- At the top of the page you will see a drop down tab that says "Services"
- From that drop down menu click "Device Activation"
- You will have to enter in your security information again (*picture and graphical word*)
- Find the name of the device you are trying to activate the app on
- Click the "Activate" button on the right side of the screen, next to your device's name
- You can now close out of online banking and return to the app

- Now click the "Continue" button that should still be open on your phone screen
- It will load the information first
- It will then open all your accounts automatically

From this point forward you can log into the app with just your username and password, you will only need to follow these instructions again if you get a new device or delete the app. If you have any questions or difficulty getting started, please feel free to call one of our offices during business hours.