



# Online Banking Registration

After you receive your Entrust Financial Credit Union account (member) number, you may sign up for Online Banking. **You must have an email address in order to register for Online Banking.**

## STEP BY STEP INSTRUCTIONS:

To get started, visit our website at [www.entrustfcu.org](http://www.entrustfcu.org), then click the **Register for Online Banking** link under the **Username** box, which is located in the right corner of the homepage.

1. The **Online Banking User Agreement** will display. (You must scroll to the bottom of the User Agreement before you can mark the checkbox to accept it.) Once the checkbox is marked, click on the **Continue** button.
2. Next, complete all fields on the **Personal Information** page and click **Continue**.
3. Create a Username and Password on the **Login Details** page. (You will not be able to use your Account Number as your username.) Enter your mobile number to enroll in Mobile Banking. Click **Continue**.
4. Check your email for a message from our Member Services Team, which contains your Activation Code. (You should open a new page in your browser to login to your email account). Enter this code into the **Activation Code** field on the **Email Activation** page and click the **Continue** button.
5. At the **Mobile Phone Activation** page which is for Mobile Banking, allows you to register your mobile phone. A text message will be sent to the phone containing a One Time Password (OTP). Once received, enter this code in the **Mobile Phone Activation Code** field and click the **Continue** button. If you choose not to register your mobile phone, click the **Activate Later** button to continue.
6. At the **One Time Password** page, you may choose one or both methods of receiving One Time Passwords (OTPs). Click the **Continue** button.
7. Select 2 questions from the provided list of questions on the **Challenge Questions** page. Write the answer to your chosen question in the **Answer** box to the right. (This is case sensitive.) Next create your own **Personal Challenge Question** and provide the answer. Click the **Continue** button.
8. Next, at the **Site Marker** page, you will choose a picture from the provided options by clicking on the image to highlight it. Enter a word or short phrase in the Secret Text box. The purpose of this word or phrase is to verify that the site being used is valid for all future logins. (This word or phrase should not be the same as your password.) Click **Continue**.
9. The **Register Computer** page will display next. Please select whether you are using a personal or public computer. Your Challenge Question will be required on computers that are not registered to ensure increased security. Click **Continue**.
10. You have now completed your registration and will be taken to the **Registration Complete** page. Click on the **Login** button to access Online Banking. You will also receive an email confirming that the registration process was completed.

For questions, please contact us at (804) 353-8012 or [mbrservices@entrustfcu.org](mailto:mbrservices@entrustfcu.org).



# How Tos for Online Banking

Now that you're registered for Online Banking, we've got some tips for using it!

## FUNDS TRANSFER FROM OTHER BANKS/CREDIT UNIONS:

This option allows you to conveniently transfer funds from another United States' financial institution to your Entrust account.

1. Login to Online Banking. Choose the All Services tab and click **Funds Transfer**.
2. Click on the **External** tab.
3. Accept the terms and conditions. Once you have accepted, you will need to add your External Account and then you can schedule your transfer.
4. To add the External Account, click the **Accounts** tab.
5. Click the button to add a **New External Account**.
6. Enter the one-time password, which will be emailed to you.
7. Enter all of the information requested, which includes your other institution's routing and account numbers and they are commonly found on the bottom of a check.
8. Click **submit**. Micro deposits will be made into your other financial institution's account in **1-2 business days**. You will need to enter this amount into Online or Mobile Banking to confirm the External Account by logging back into Online Banking.
9. To schedule your External Funds Transfer, follow the steps listed below, but choose the External tab rather than the **Internal** tab.

## FUNDS TRANSFERS TO INDIVIDUALS:

To make a one-time transfer, you can use the Funds Transfer service available in the Dashboard of our Online or Mobile Banking.

1. Login to Online Banking, and navigate to the **Funds Transfer** area of the Dashboard.
2. Choose whether you want to make an **Internal** or **External Funds Transfer** by clicking on the appropriate tab.
3. Select the **From** account, the **To** account, the **Amount** and the preferred **On Date**.
4. Click **Transfer** to send the money.

To schedule a recurring transfer, click **Funds Transfer** available in the **All Services** tab. You will enter the same information as the one-time transfer, but you also have the option of indicating that this should be a **Scheduled Recurring Transfer**, which you can select the frequency, date(s) and the ending date or count.

## MOBILE DEPOSITS

Entrust offers the convenience of deposits on-the-go with your mobile device. Download and use the Entrust FCU app (available in the App Store or Google Play store) to manage your account and make mobile deposits.

1. Once logged into the app, choose the **Check Deposits** option. Click the **Enroll in Mobile Check Deposit**.
2. Read and agree to the **Terms and Conditions**.
3. Endorse the check and write "**Mobile Deposit Only/ Entrust**" on the back.
4. In the **New** tab, select your **Account**, **Amount** and enter the **Check Date**.
5. Click the **Capture Front of Check**, take your picture and then repeat for **Capture Back of Check**.
6. Make sure everything matches up and hit **Deposit**.

Note: Please review the onscreen tips to ensure your mobile deposit fits the guidelines and will be accepted. You will receive emails from us when your check is submitted, and another when your check is accepted. For questions, please contact us at (804) 353-8012 or [mbrservices@entrustfcu.org](mailto:mbrservices@entrustfcu.org).