



Frequently Asked Questions

Online Banking

What browsers are supported for online banking?

Safari, Firefox, Chrome, and Microsoft Edge. Make sure you have the latest version of your browser.

Where is Zelle located?

Zelle can be found on main login dashboard. This can be changed by customizing the dashboard.

Where is Billpay located?

On the top right corner, click the yellow circle with the + sign. Then click the yellow Pay Bill button.

Am I required to enroll for the first time on a desktop/laptop or can I enroll via a mobile device?

You can enroll for the first time through either online or mobile banking. Just click the Enroll link.

I'm locked out of my account. How do I get back in?

Please contact Mobility Credit Union at (214) 574-2000 or (800) 388-7889.

I forgot my password. How do I recover it?

Click the "Forgot Password" link at the login page for either online or mobile banking. You can set a new password there.

I forgot my user name. How do I find it?

Please contact Mobility Credit Union to retrieve your user name.

How do I change my password?

Log into online banking. On the top left, select the circle picture icon beside the total balance. Then select the change password tab.

Are there any challenge questions?

No. But you will need to input a temporary access code which is sent to your email/phone.

Going forward, you will be challenged with multiple factor authentication during the login process at every login.

What causes me to get locked out?

If you have multiple failed login attempts using an invalid password, you will be locked out. Please contact Mobility Credit Union to unlock your account.

How do I review my account balances?

Once you login, whether on desktop or mobile version, you can see a summary of your accounts on the dashboard. Click on each account to see more details.

Can I download/export my transaction history for Quicken?

Select the account you would like imported. Then click the download option. You can choose the type of file you would like to download (CSV, OFX, QBO, QFX) as well as a date range.

Trouble registering for online banking. What should I do?

Please contact Mobility Credit Union at (214) 574-2000 or (800) 388-7889.

Where is the Sign Out button located?

The sign out button is located in the upper right corner within online banking.

Mobile Banking

How do I download the Mobility Credit Union app?

Go to the Apple store or Google Play store and search Mobility Credit Union. Follow the instructions in the app after the download completes.

Can I enable my phone with facial recognition to login to the app?

Yes. If you have this feature on your device, you can use this to login. Go to More/App Settings to set up this feature.

Are there any challenge questions?

No. But you will need to input a temporary access code which is sent to your email/phone. Going forward, you will be challenged with multiple factor authentication during the login process at every login.

How do I update my password via my mobile device?

Log into online banking, select the more menu, then select app settings. Click the change password tab.

I forgot my password. How can I retrieve it?

Just click the Forgot Password link.

Where can I find Mobile Deposit on the mobile app?

To deposit a check with Mobile Deposit, login to the app, tap the yellow circle with the + sign at the bottom. Then click Remote Deposit. You'll need to allow access to your camera. Then follow the on-screen instructions.

Where is Billpay located?

Click the yellow circle with the + sign, then click the yellow Pay Bill button. You have to accept the terms and conditions on a desktop browser prior to using Billpay in the app.

Where is Zelle located?

Zelle can be found at the bottom of the dashboard. This can be changed by customizing the dashboard.