

First Florida Credit Union | How to use the Mobile Banking App

The First Florida Credit Union mobile app allows you to experience the freedom of banking from anywhere. Our mobile app is available for download on all Apple devices from the App Store or Android devices from the Google Play Store. You can use your fingerprint or facial recognition for a fast and secure login. Once logged in, you are brought right to the account screen to see an easy breakdown of the different First Florida accounts you have.

At the bottom, you'll see any external accounts from other financial institutions. If you don't have any external accounts, you can add them by tapping the **Link and View External Accounts** button at the bottom. The balances on the account screen are the available balances for each account and are labeled available now. You can tap on any account to see more details.

Once on that detail page, you can easily deposit a check, and on some accounts use **Bill Payer**.

You can also view pending or completed transactions. Tap **Add Transaction** to see more information.

The bottom menu of the app will let you access some of our most used features.

Bill Payer allows you to pay and manage your bills with ease using mobile bill pay. Select the **Add a Payee** button to get started.

E-deposit is a check capture feature that allows you to deposit checks into your account by taking a picture right from the app. No need to visit a branch. You will have to open a checking account to use the E-deposit feature. **Account relationship criteria applies.**

In the **More** menu in the app, tapping the **Accounts** menu will give you options to view your accounts under **My Accounts**.

Access your Statements. Create and customize a Budget and Savings goals, as well as open new First Florida Accounts and Loans.

Under the **Checking Services** tab, you can **Reorder Checks, Stop Payments** on upcoming or pending transactions, or enroll in **Courtesy Pay**. Courtesy Pay is an option that allows you to continue to use your debit card for certain transactions when you have a zero balance.

Tap **Card Services** to find the **Card Controls** feature. Card controls allows you to block your card or change your pin credentials. If your card is lost or stolen.

Also, under Card Services, you will find **Rewards**. Tapping Rewards will take you to our Rewards Program website to register or redeem points.

Tapping the **Loan Services** menu will provide access to **Make a Payment, Apply for a Loan, Apply for a First Mortgage**, view **Loan Rates**, or manage your existing mortgage loan under **True Home Mortgage**.

Tapping the **Tools** menu will reveal **Settings** and the **Message Center**, an easy and secure way to connect with our member support team.

Tap **Locations** to find your nearest First Florida branch. Also, you can find the **Contact Us** information, manage account notifications in **Alerts**, and finally, **Update your Security Code**.

Quick access is available under **Utilities** to **Make an Appointment, Contact Us**, connect with **Support**, and open **Settings**.

In **Settings**, in **Accounts**, you can assign custom nicknames and color codes to your accounts. You can also tap the **Hide this account** switch to hide accounts that you don't want to appear on my accounts, transfers, etc. Don't worry, you won't lose any transaction data. It will still be there should you decide to come back and unhide an account later.

In **Alerts**, you can view and edit alert notifications that you currently have turned on or off in your account. In **Biometrics**. You can enable face recognition or fingerprint access for fast and easy login to your account. In **Contact**, you can edit your contact information to make sure it stays up to date. In **Profile**, you can upload an image icon and add a nickname to your account. Allow **Push Notifications** to receive alerts from the app directly to your phone's main screen. In **Security**, you can edit your username and password. In **Snapshot**. You can enable snapshot to view your account balances without having to log in. And finally, tapping **Delete Account** will give you information to put you in touch with a customer representative to assist with account deletion.

Back under **Utilities**... you can always find your **Routing Number** at the bottom of the More screen below the Utilities menu.

All of these features make it simple to manage your finances from anywhere, with the First Florida Credit Union mobile banking app.