

## HUDFCU Mobile Banking Instructions

Members can sign up on iphones and androids

1. On the mobile device, go to the app store (iphone) or play store (android) and search for HUDFCU mobile.
2. Download and install the app as usual on your device.
3. Launch the mobile app from the mobile device.
4. Tap enroll here.
5. For new enrollments, tap begin registration.
6. Scroll down to review the terms and conditions and tap "Agree" to accept them.
7. Supply your account information.
8. User name required; must be at least (6) characters; can be an email address.
9. Email address. **REQUIRED**
10. Mobile Optional mobile phone number. Enables text banking on your phone and allows you to receive HUDFCU Mobile notifications via text messaging, assuming you validate the number once you are enrolled.  
(Note: if you want to access your CO-OP Mobile account from multiple phones, you can add additional mobile phone numbers later. However, only the first phone is validated for text banking).
11. Account your HUDFCU account number. **REQUIRED**
12. First Name, Last Name of the primary account holder. **REQUIRED**
13. Middle Name, Suffix **Not needed**
14. Tap next step
15. To confirm your account ownership, enter the **last five digits** of your social security number and two of the following:
  - a. Zip Code
  - b. Phone number
  - c. House number
  - d. Date of birth

16. Tap Next Step. HUDFCU Mobile generates (2) small deposits to and a withdrawal from your account. You will need to provide the amounts of these transactions by checking online banking or calling your Credit Union. **You must have \$2.00 in your Share Draft Account**
17. If you need time to retrieve amount. Select I'LL DO THIS LATER. Within (3) days, when you have the amounts of the transactions, launch HUDFCU Mobile, tap NOT A MEMBER? ENROLL HERE on the landing page, and then tap CONTINUE PENDING ENROLLMENT. If you do not complete enrollment in (3) days, your partial enrollment will expire and you must begin again.
18. Enter amounts of the transactions and click NEXT STEP.
19. Choose (3) challenge questions and provide your answers. If you prefer to answer a different question than the one displayed, tap the QUESTION field and select a question from the list. Enter your answer in the corresponding **ANSWER** field. ( Note: Answers to your challenge questions are required in the event that you forget your password or user name. They may also be required to bypass the TRUST THIS DEVICE feature when logging in).
20. When you have answered all (3) questions, tap NEXT.
21. Enter a new password for your HUDFCU Mobile account in both fields. Passwords must meet these requirements:
  - a. Be at least (8) characters in length
  - b. Cannot be the same as the user ID
  - c. Include at least (1) uppercase letter, (1) lower case letter, and (1) number
  - d. Cannot contain spaces
  - e. Cannot include the word "password"
22. Tap NEXT STEP. The wallet page appears, displaying your Credit Union and the account you enrolled, including any sub-accounts.
23. Your wallet enrollment is complete!