

## MOBILE BANKING STEP-BY-STEP ENROLLMENT



The new computer upgrade will improve efficiencies and provide you with a better experience.

**Starting Tuesday, September 1, 2020, you can begin using the Mobile Banking app.**

**> OPEN this up and let's get started!**

# LET'S GET STARTED!

If you have already enrolled for the new Compass Online Banking, you can log in to Mobile Banking using the same credentials. Current mobile users will need to update the Compass app, new users can download it.

1. Update/download the Compass Community Credit Union app.




**That's it, you're ready to go!**

**If you have not enrolled for the new Compass Online Banking on your desktop, you will need to enroll using the Mobile Banking app.**

**> Continue with Step 2.**

2. Click on the "First time user? Enroll now" link below the "Sign in" button.

**Sign in**

First time user? Enroll now 

3. We will need to verify your personal information. Please have this information handy as you will be asked to provide SSN, Account Number, Email, and Phone. Once entered, click the "Next" button.

**Next** 



#### 4. You'll then be prompted to create a username and password.

**TIP:** Longer passwords, even consisting of simpler words or constructs, are better than short passwords with special characters.

Next



---

#### 5. Set up 2FA (two-factor authentication) for security.

- First, provide us with a phone number where we will send the security code via SMS or phone call. Once entered, click the “Next” button.

Next



- Then, you will be prompted to enter the code that's sent (based on the delivery channel you've selected). Once entered, click the “Verify” button.

Verify



Once you have successfully entered the 2FA code, you'll be able to access your account(s).

#### **That's it; you're ready to go!**

**NOTE:** After you re-enroll, you can log in to Online Banking using the same credentials. New Bill Pay users will need to register in Online Banking on your desktop in order to activate Bill Pay. After that, you can access your bills via the Mobile Banking app.



**CompassCCU.org**

**707-443-8662 • 800-440-8662 •  CompassCCU**



© Compass Community Credit Union. All Rights Reserved.  
Federally insured by NCUA.