

First Time Users

Downloading the mobile app for Apple iPhone/iPad/iPod

- Click on the App Store icon on your device
- Click the "Search" button and in the top bar enter "Financial Trust FCU" (*app icon will be our triangle logo*)
- Click the app
- Click "Install" to download the app to your device

Downloading the mobile app for Android/Galaxy Smartphones

- Click on the Play Store icon on your device
- In the search bar at the top, enter "Financial Trust FCU" (*app icon will be our triangle logo*)
- Click the app
- Click the install, once completed the app is now on your device

Accessing your account through the mobile app for the first time

- Open the Financial Trust app on your device
- Enter the "Username" and "Password" provided to you by Financial Trust FCU. (*If you need either, please contact us and we will provide them for you*)
- Click "Sign In" (*you will then be directed to a couple of screens to set up your accounts security features*)
- A screen will appear displaying a group of images. Please select any one of the images. Remember this image, as you will have to select the same image any time you log in to your account through a computer
- After you have selected an image, another screen will appear asking you to enter a "graphical word". Type in any word of your choosing. You will have to type in this word exactly as it appears each time you log in to your account through a computer, it is case sensitive
- Once you have typed in a graphical word, click "Submit"
- You will then be directed to a screen asking you to change your password, it will be case sensitive
- After you have typed in a new password, click "Change Password"

From this point forward you can log into the app with just your username and password, you will only need to follow these instructions again if you get a new device or delete the app. If you have any questions or difficulty getting started, please feel free to call one of our offices during business hours.