

El Paso Employees FCU Mobile Banking User Guide



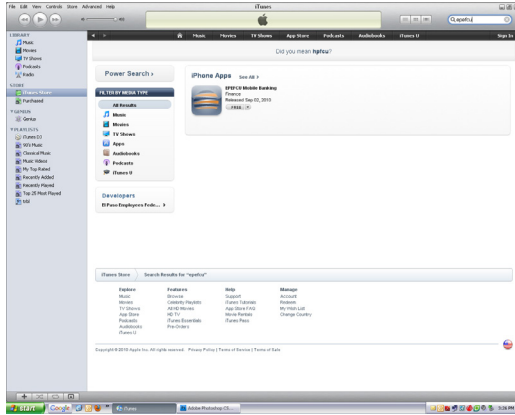
This user guide documents how you (an EPEFCU member) enrolls into EPEFCU's mobile banking. Please note, that what you see on your screen may differ slightly from what you will see in this document. Click here or visit www.mfmnow.com/docs to choose from and view your mobile device platform's instructions.

iPhone Application mobile application:

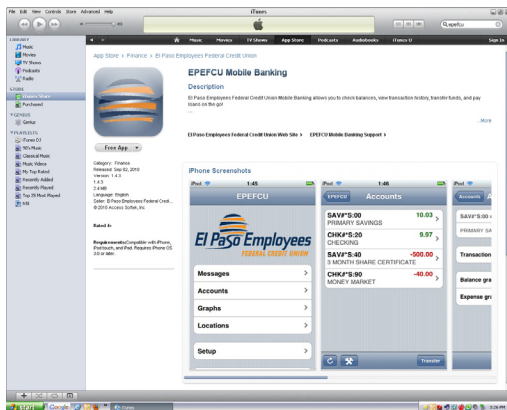
1. Connect to iTunes to search and download the application.

There are two ways to do this: Via iTunes on your desktop or iPhone/iPad.

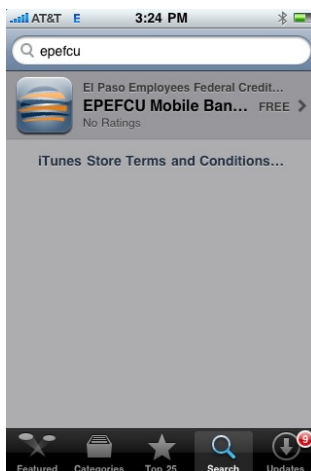
VIA DESKTOP: 1. Connect your iPhone or iPad to your computer visit the app store via iTunes on your desktop.
2. Type in "EPEFCU" in the search bar to find our application.



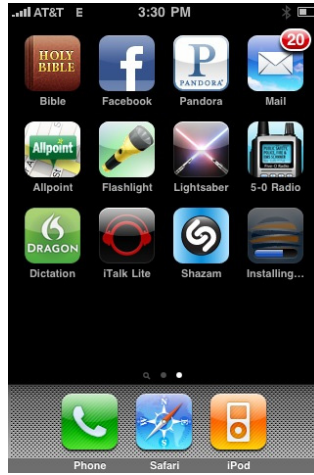
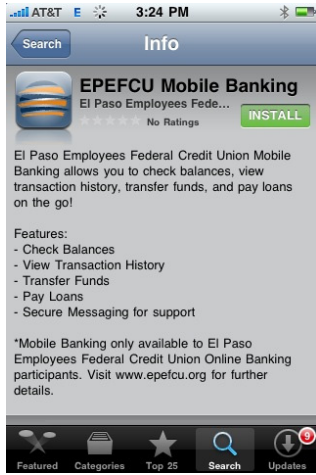
3. Click on the application and click on the "free app" button to begin the download. If prompted, enter your iTunes ID and Password. If prompted, accept iTunes rules and regulations. Once your application is downloaded it will be available for you to upload to your iPhone or iPad.



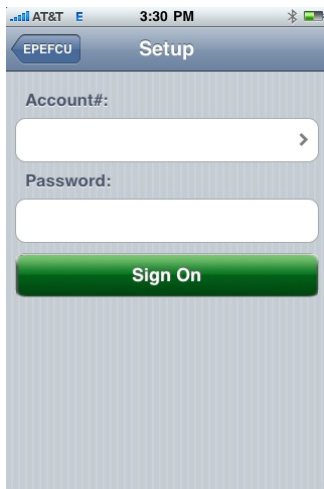
VIA IPHONE/IPAD: 1. Visit the iTunes application via your device and search for EPEFCU.



2. Choose to “Install” the application. If prompted, enter your iTunes ID and Password. If prompted, accept iTunes rules and regulations. Once your application is downloaded it will be available on your iPhone/iPad.



3. Please click on the application to open it. Please enter your Account # and Password and click “Sign On.”




4. You will now be redirected to a notification screen letting you know that “an additional security step is required. Please check your E-mail for instructions.”



5. With either your computer, or phone, check your E-mail account for an E-mail from mbmsupport with your mobile banking pin. Please review the instructions in the E-mail. Also note that this pin will expire with a 24hr. period.

Mobile Finance Manager One Time PIN Inbox | X

 **mbmsupport@epfcu.org** to me [show details](#) 1:30 PM (9 minutes ago) [Reply](#)

Dear Member ,

Please try logging in again with Mobile Finance Manager by adding the following one time PIN number to the end of your user password:

1740

For example: If your password is jumpxyz, you will need to type "jumpxyz1740" in the password field within Mobile Finance Manager.

This one-time PIN number will be valid until: Thursday, August 26, 2010 1:30:35 AM Mountain Daylight Time

If your one-time PIN number expires please contact member service at 915-593-5866 to have your PIN expiration extended.

Once you have registered your Mobile Finance Manager client with your password and one-time PIN please reconnect a second time with your regular password without the one-time PIN.

You have currently registered 0 client(s). El Paso Employees FCU allows you to register up to 2 clients. If you would like to register more clients than allowed, please contact member service at 915-593-5866 to increase the maximum number of clients.


Regards,
El Paso Employees FCU

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6. In EPEFCU's Mobile Banking log-in account, please re-enter your password, do not forget to add your four digit pin to the end of the password and click "login."

7. You will now be able to access your account. You should receive verification to your E-mail address of this.

Mobile Finance Manager Client Registered Inbox | X

 **mbmsupport@** [show details](#) 1:57 PM (0 minutes ago) [Reply](#)

Dear Member ,

You have successfully registered your Mobile Finance Manager client.

If you received a one-time PIN and have not already done so, please reconnect a second time with your regular password without the one-time PIN.

Please contact member service at 915-593-5866 if you have any questions.

Regards,
El Paso Employees FCU

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8. When you are finished, please logout and reconnect a second time with your regular password without the one-time PIN.

9. Please Note: Should you change your Online Banking password, your Mobile Banking password will change as well. Also, for security reasons we may require you to change your password regularly. If your online banking password requires such an update, your mobile banking may be temporarily unavailable until the new password is set in online banking. Please login to your online banking to make this change. If you are still having issues please contact our Service Support Center at (915) 593-5866.