

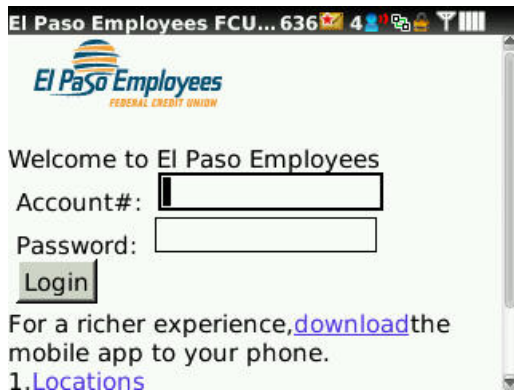
El Paso Employees FCU Mobile Banking User Guide



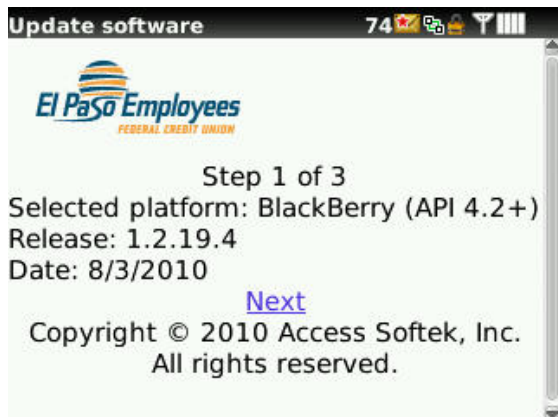
This user guide documents how you (an EPEFCU member) enrolls into EPEFCU's mobile banking. Please note, that what you see on your screen may differ slightly from what you will see in this document. Click [here](#) or visit www.mfmnow.com/docs to choose from and view your mobile device platform's instructions.

Mobile Access via a smart phone application:

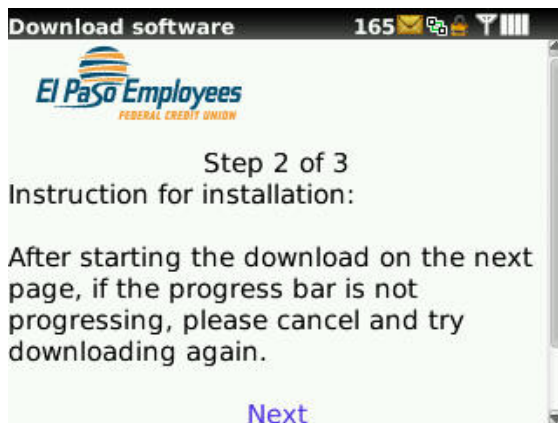
1. Open your phone's internet browser.
2. Type in the following url and click enter: <https://m.epefcu.com>



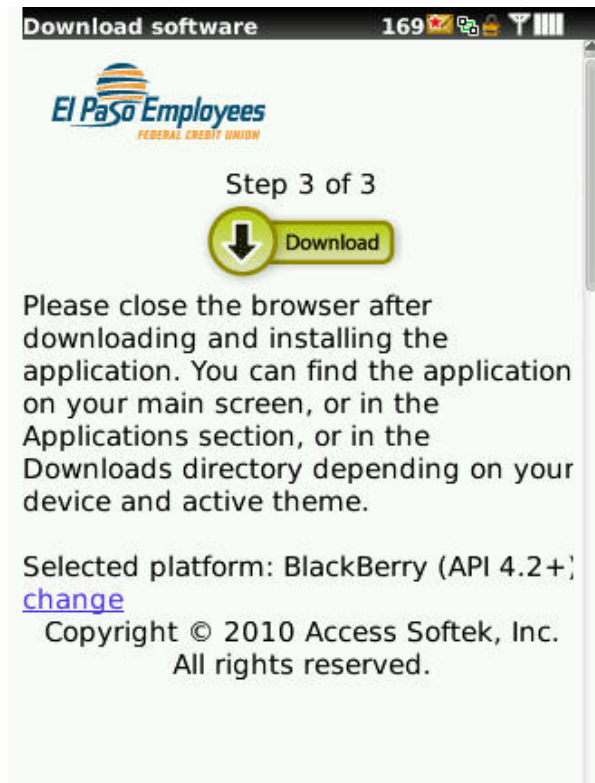
3. Click on "download" under the text "For a richer experience download the mobile app to your phone."
4. Verify that the correct platform (your phone type) was selected and click "Next"



5. Please review the instructions in Step 2 and click the next button.



6. Please click on the “Download Now” button. After starting the download, if the progress bar is not progressing, please cancel and try downloading again.

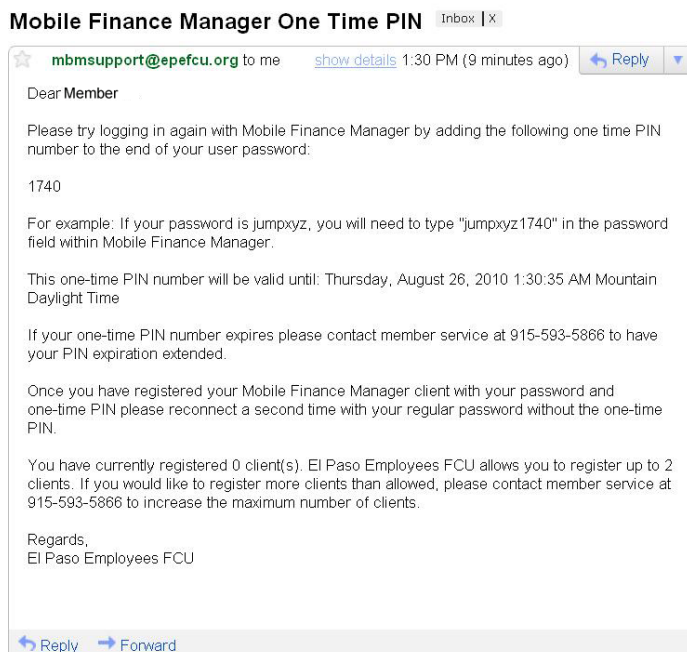


7. Please follow directions on the screen to install the application. When completed please find the application and open it or select “Run”.

8. Please input your account information and password and click “enter” or “OK”

9. If authentication was successful, a notification alert should come up letting you know that “an additional security step is required. Please check your E-mail for instructions.”

10. 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.



11. 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."

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



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

14. 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.