



How to enroll on the app — existing members

Please read the following directions when registering to our upgraded Mobile App for the first time.

1. From your smartphone, visit the Google Play Store or Apple App Store and search: JAXFCU.

Click **Update**, then open the app after download.

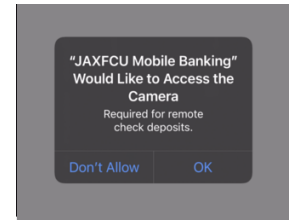
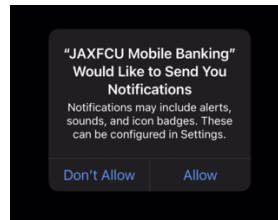
Note: The latest app version has a **red** icon.



2. Allow the JAXFCU app to send notifications and access camera.

Notifications: Receive alerts for balances, transfers, and more!

Camera: For mobile check deposit.



3. Enter in your current Digital Banking username. A second screen will appear for you to type in your password.

Click **Login**.



Login

Username

Password

Remember Username

Login

Forgot your username or password?

[Register for Digital Banking](#)

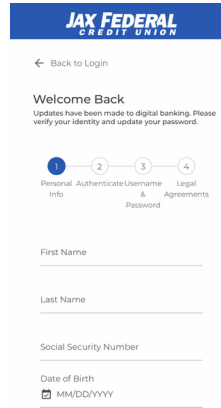
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4. Complete your Personal Information and click **Continue**.

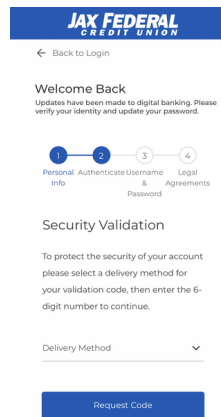
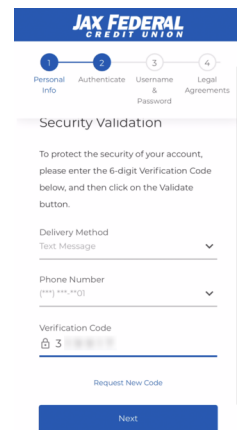
Note: You will be prompted for your Social Security Number and Date of Birth. This is an upgraded security feature and only needed one time to do the initial login.



5. The Security Validation screen will prompt you for a delivery method to send a validation code. This is part of our enhanced security features.

Select your preferred method of delivery and click **Request Code**.

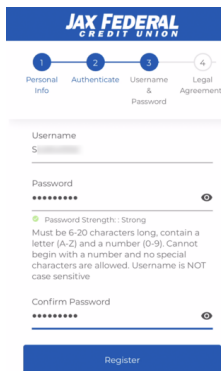
When the code arrives, enter it under **Verification Code** and click **Next**.

6. Create a New Password and click **Set Password**.

Password: Must contain between 8-20 characters and have at least 3 out of 4 of the following: an uppercase letter, a lowercase letter, a number or a special character such as - ' . , # @ : ? ! () / \$ \

You may also use your previous password, provided that it still meets the system requirements.





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7. Read and accept the **Digital Banking Terms and Conditions** by clicking the **I Agree** box.

Then click **Submit**.

The screenshot shows the JAX FEDERAL CREDIT UNION app interface. At the top, there is a blue header with the logo. Below it is a link for "Back to Login". A "Welcome Back" message states that updates have been made to digital banking and users should verify their identity and update their password. A progress indicator shows four steps: 1. Personal Info, 2. Authenticate Username, 3. Legal Agreements, and 4. Password. Step 3 is currently active. Below this, the "Digital Banking Terms & Conditions" section is visible, containing text about the JAXFCU Digital Banking Agreement and Disclosure, and a note that services are governed by the enclosed terms. At the bottom of this section is a checkbox labeled "I agree to the terms and conditions". Below the checkbox is a blue "Submit" button.

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8. Click **Submit**. Your Digital Banking will now be accessible!

Note: Follow this process again if you have a Joint Account using Joint information.