

## Mobile App FAQs

### **Do I need to be a member of Cascade Community CU to use the mobile app?**

Yes, and you must have online access to your account set up before accessing your account through the app. You use the same account number and password for the mobile app that you use to login to your account online. To learn how to become a member, please go to [www.cascadecu.org](http://www.cascadecu.org).

### **How do I get online access and request the terms and conditions for use?**

Call 541-672-9000 or 1-800-848-0618, or visit one of our branches to request online account access.

### **Is there a fee to download or use the mobile app?**

Cascade Community CU does not charge a fee to download or use the app. Your cell phone carrier may charge fees associated with your data plan.

### **What can I do with the mobile app?**

View your accounts, transaction history, and check images. You can transfers between your various accounts including savings, checking, money market, loans, and credit cards. You can transfer to other Cascade Community CU accounts as well as send bill payments to another person or business through the Online Bill Pay option. The app also has an ATM Locator, which you can use to locate nearby CO-OP ATMs and Cascade Community CU branches.

### **What operating system (OS) versions are supported by the mobile app?**

The minimum OS version requirements are iOS 8.0 or later for iPhone/iPads and Android 4.4 and up.

### **Is the mobile app secure?**

Yes. Cascade Community CU's mobile app uses SSL encryption to communicate securely throughout the entire process of accessing your accounts. Cascade Community CU always uses state-of-the-art security measures to protect your data, no matter how you choose to access your accounts.

### **What if I lock myself out of the mobile app?**

Accounts are locked out after three (3) failed login attempts. To reset your account, please call us at 541-672-9000 or 1-800-848-0618 during normal business hours.

### **If I lock myself out of the mobile app, is my online access also locked out?**

No. However, you will want to call us to enable your mobile app. Remember, they will have the same login credentials.

### **How long does each login session last?**

Each login session lasts ten (10) minutes from the beginning of the session. The timer is not reset with activity. You can log out at any time during the session.

### **Can I see loan and credit card information?**

Yes, you can view balance and payment information and review transaction history.

### **How can I further protect my account information?**

- Use the screen locking feature of your mobile device.
- Never save your account number on your mobile device.
- Always use the Logout feature of the mobile app.
- Request a password change if your mobile device is lost or stolen.