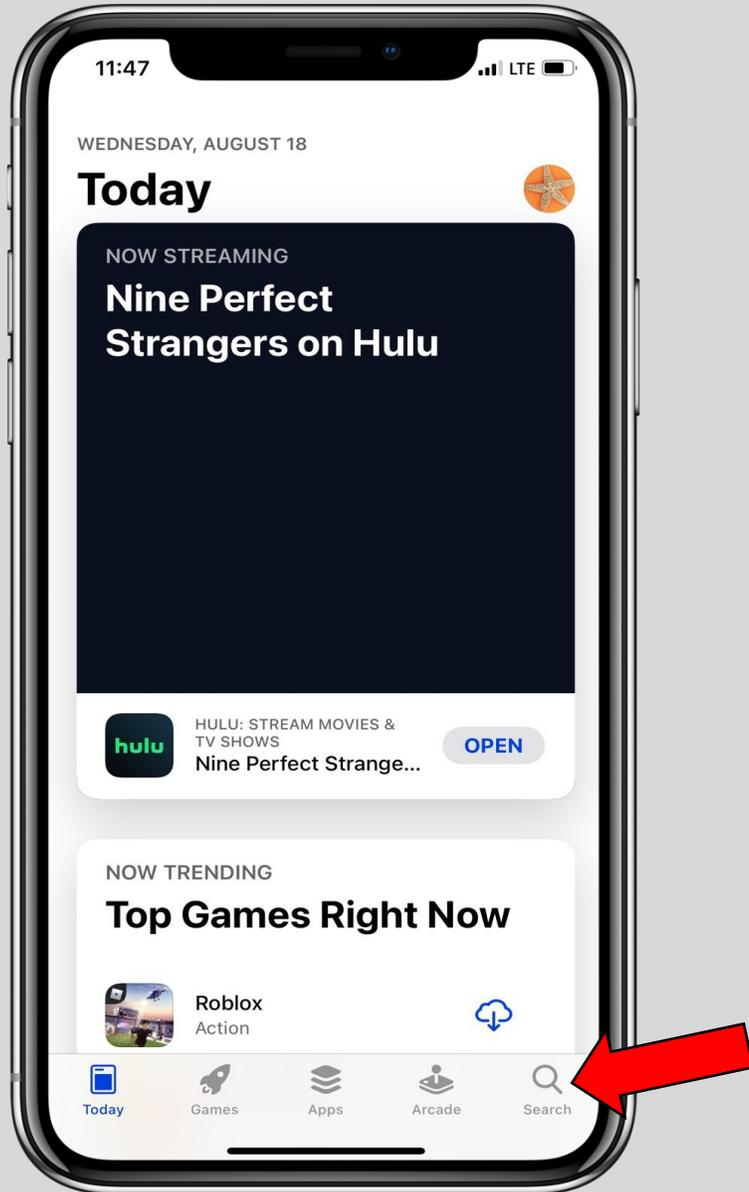


AEROQUIP CU MOBILE APP

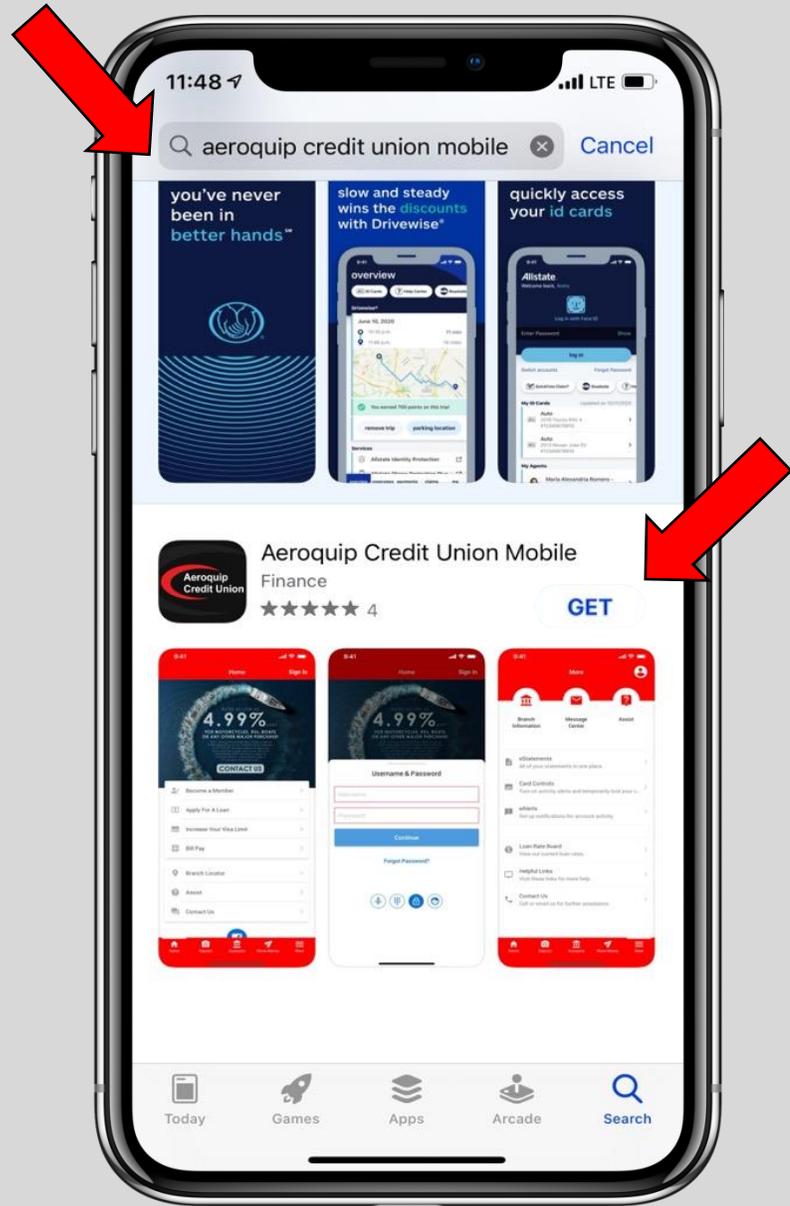
Download our Mobile App
for Apple & Android!



How to Download for *iPhone*

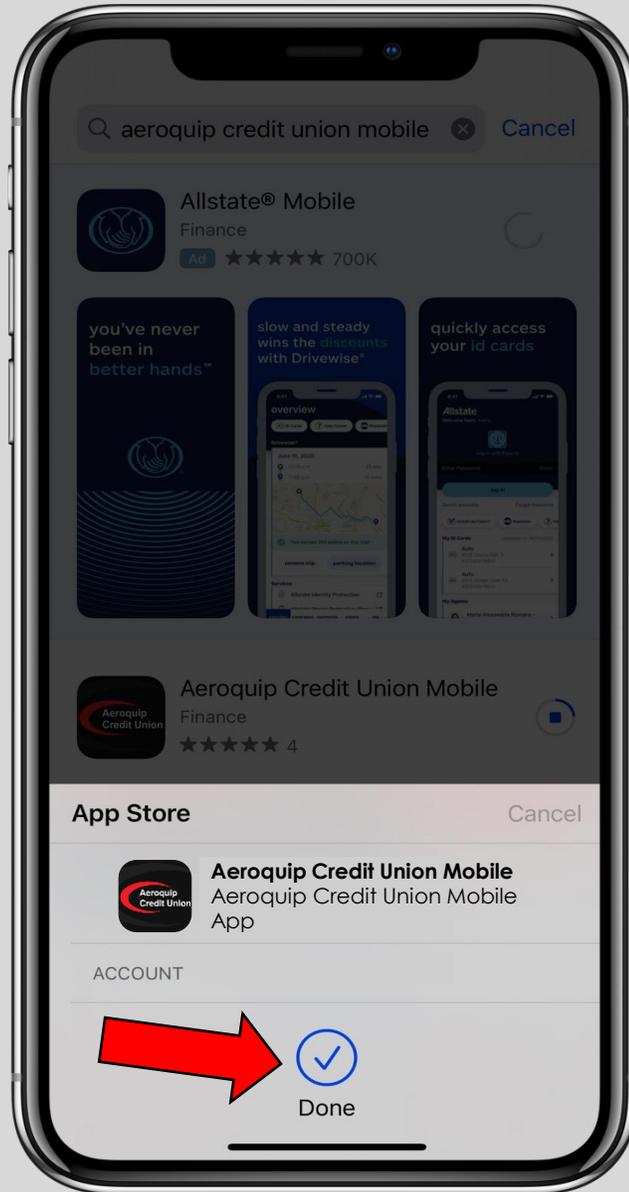
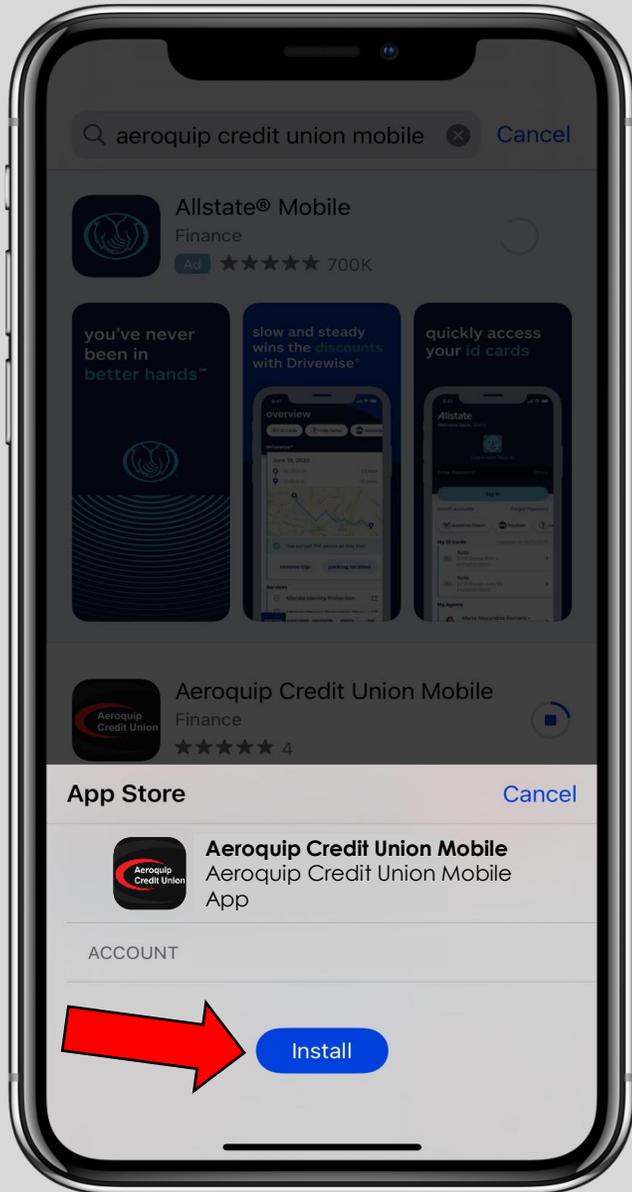
Open the **App Store**
on your iPhone and
click on **Search**.





In the search bar type in ***Aeroquip Credit Union Mobile*** and hit ***Search***.

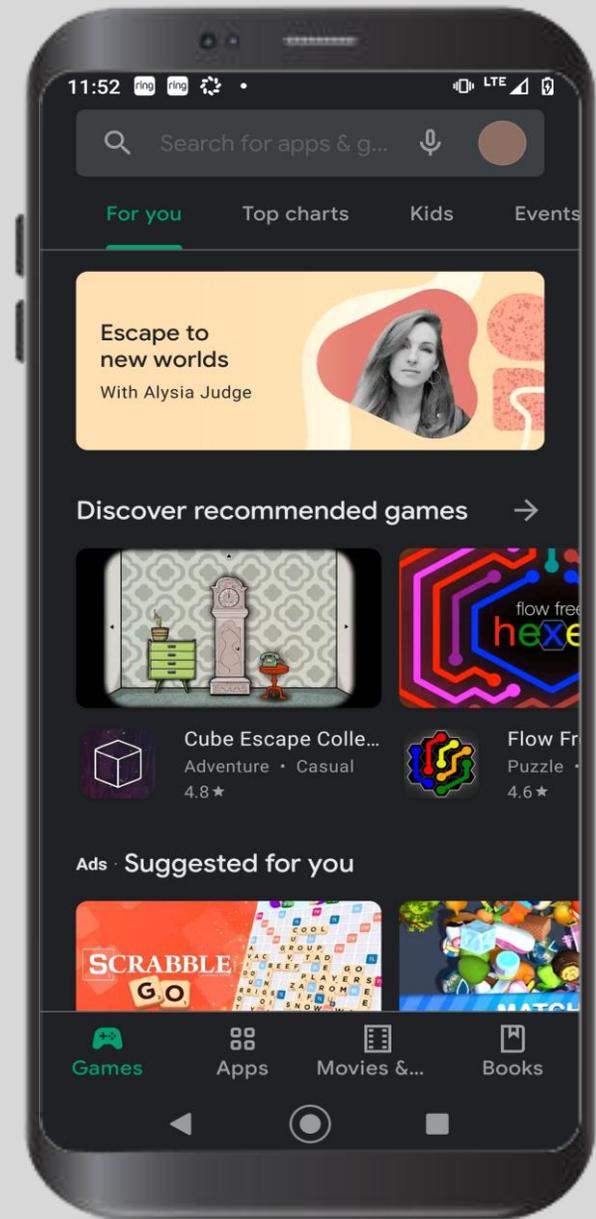
Our mobile app will then appear. Click on ***Get*** to start the download.



A screen will pop up from the bottom and you need to click on ***Install***. You might have to sign in with your iCloud email and password. You will get the done check mark when it is downloaded on your iPhone.

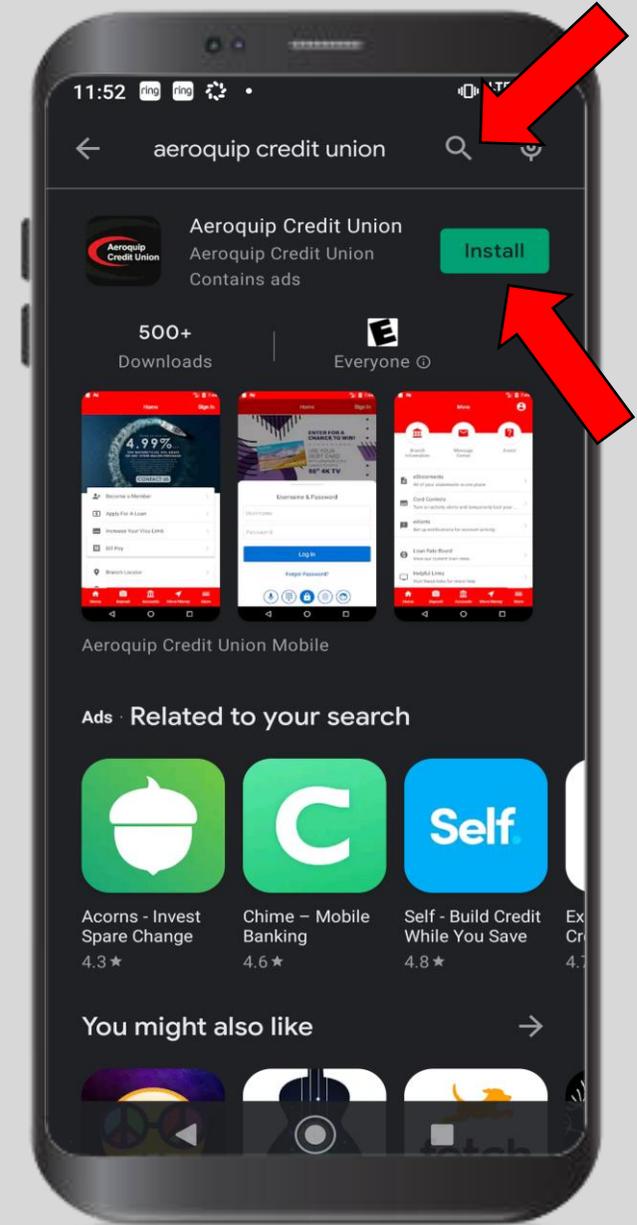
How to Download for *Android*

Open the **Google Play Store** on your Android.

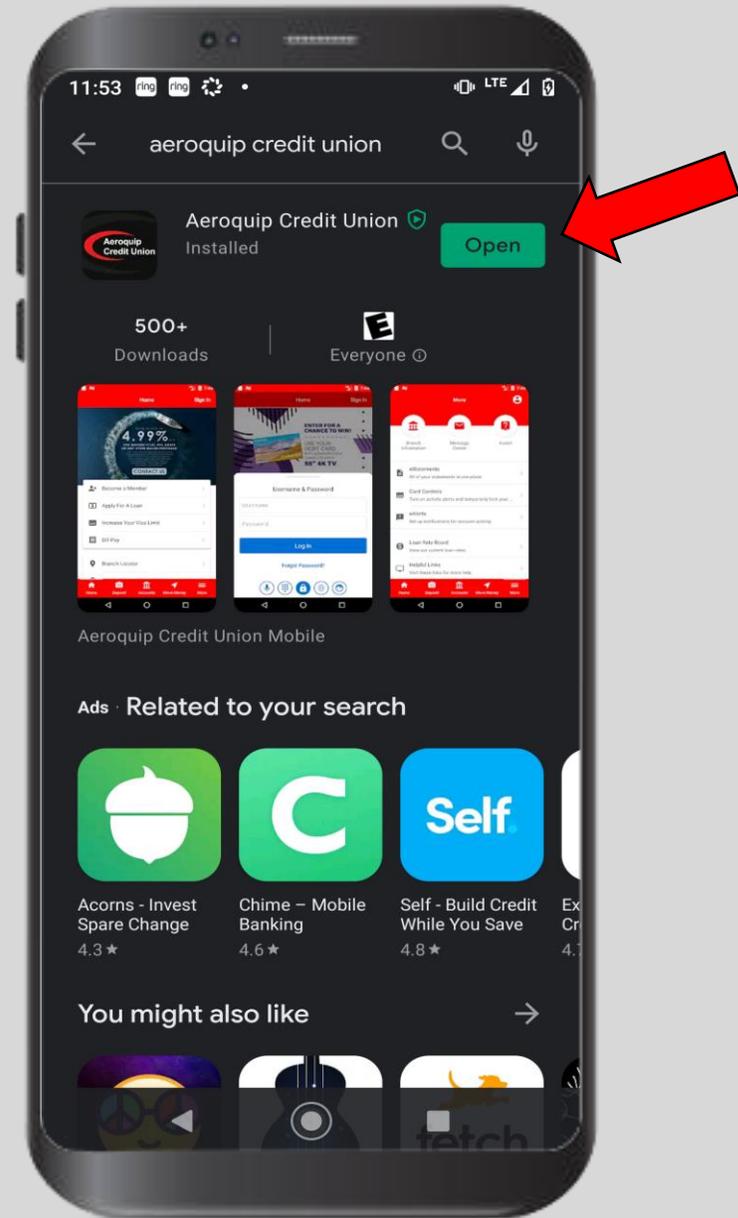


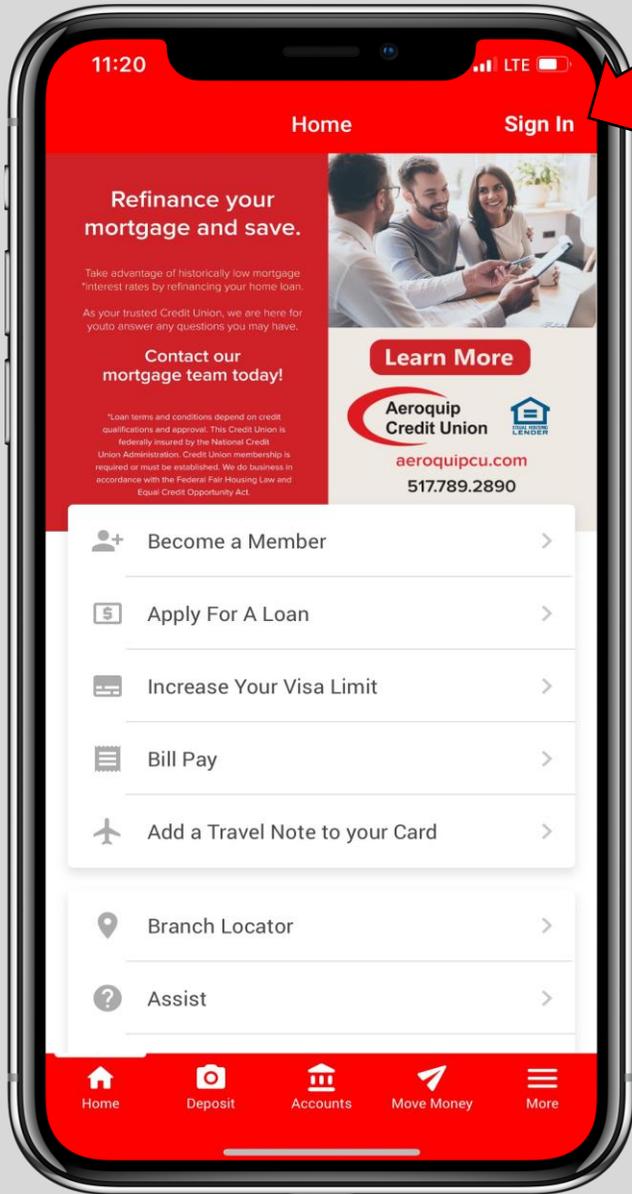
In the search bar type in
***Aeroquip Credit Union
Mobile.***

Our mobile app will then
appear. Click on ***Install***
to start the download.



Once it is done downloading and on your phone, you can click on **Open** and start using the mobile app.

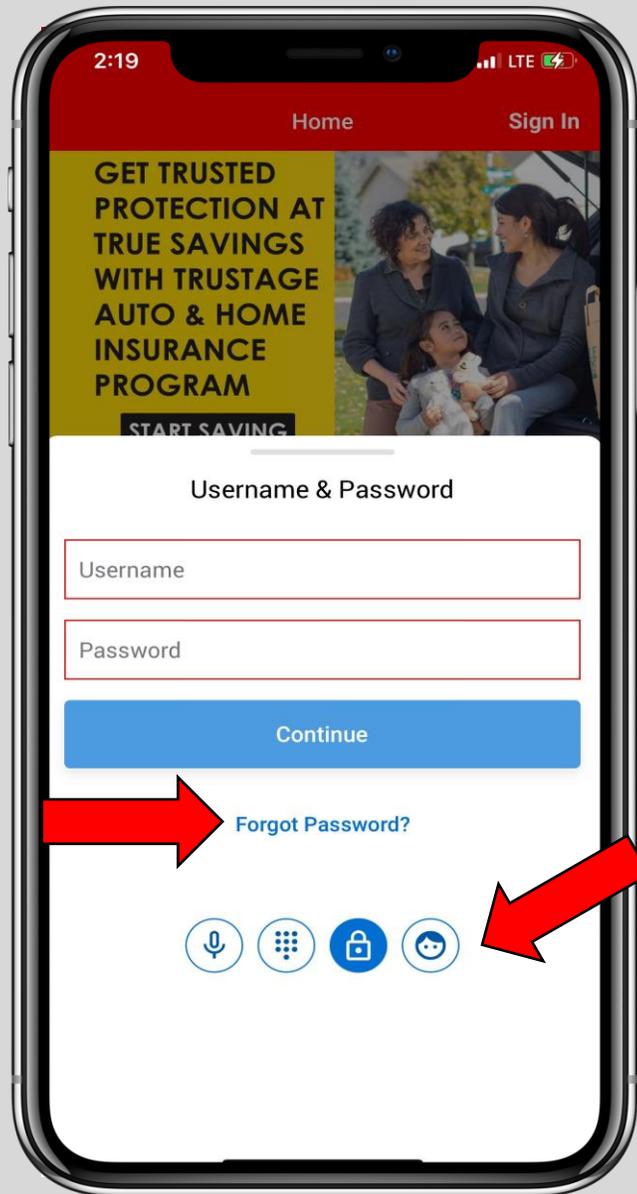




Sign-In:

The *Sign In* location is in the top right hand corner.

If you navigate to any feature before signing in, it will automatically prompt you to sign in before using the feature.



Sign-In continued:

Once you click on **Sign In**, you will be prompted to input your username and password.

If you have your **Authentication Options** turned on or set up to where you can use your voice, a pin, your thumbprint, or face recognition, you can use that to log into your account instead.

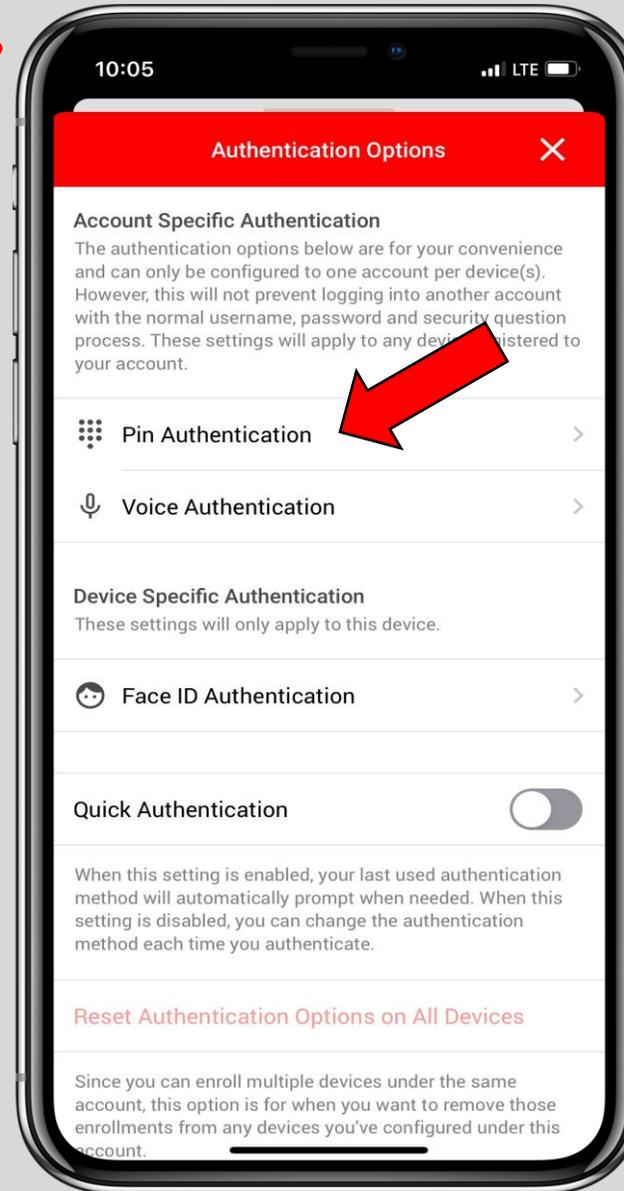
*Your username will be your account number. If you do not remember your password you can click on **Forgot Password?** to reset it by answering your security questions

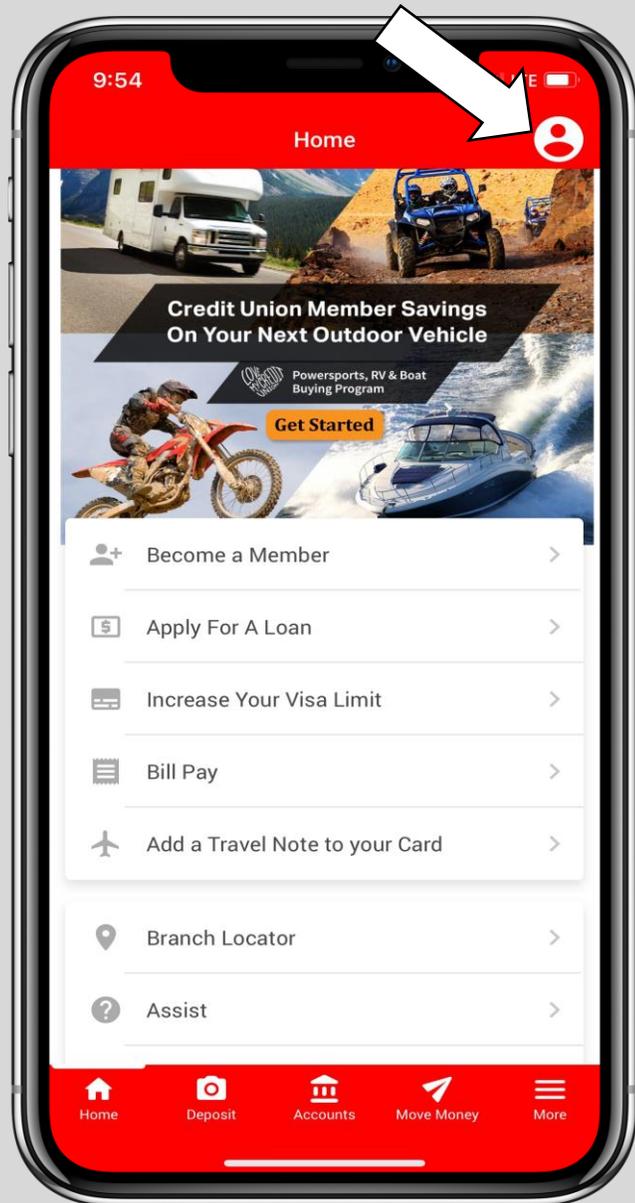
Authentication Options:

You can turn on additional **Authentication Options** when logging in as a second form of security. These can only be configured to one account per device.

Click on the authentication option you want (pin, voice, or face ID) and then just turn on that option by sliding the **button** over to the right. You will be prompted to agree to the terms and conditions and once that is done you can start using that feature when logging in.

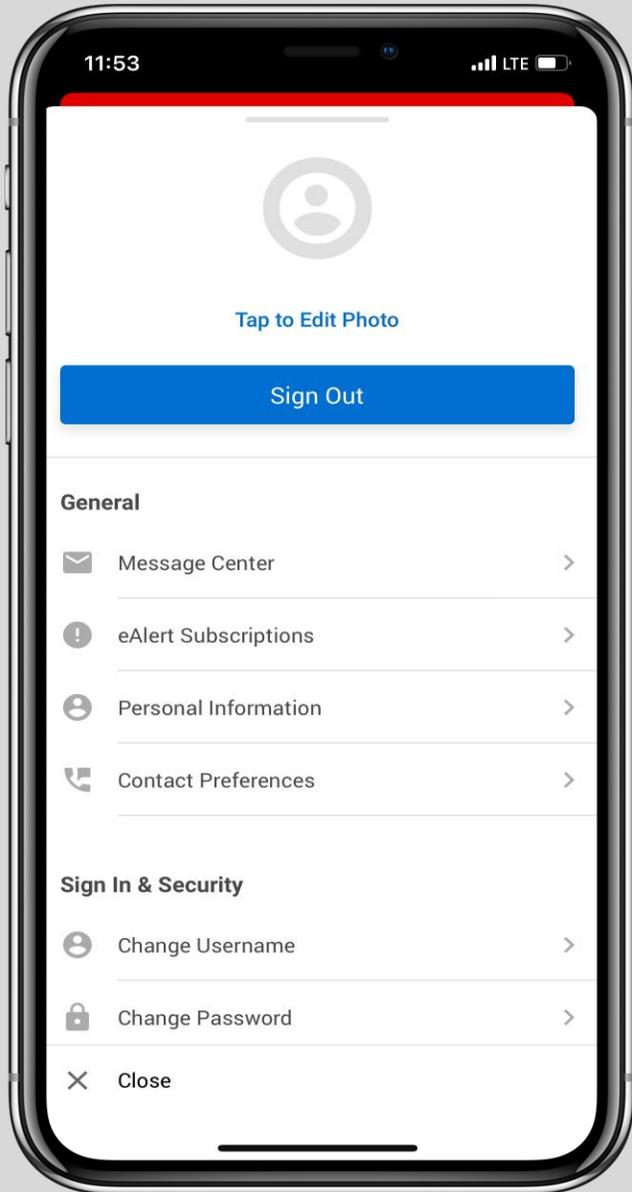
You can also find the **Authentication Options** link in your **Profile Settings**.





Profile Settings:

Once you are signed in, your **Profile Settings** will be in the top right hand corner where **Sign In** was.



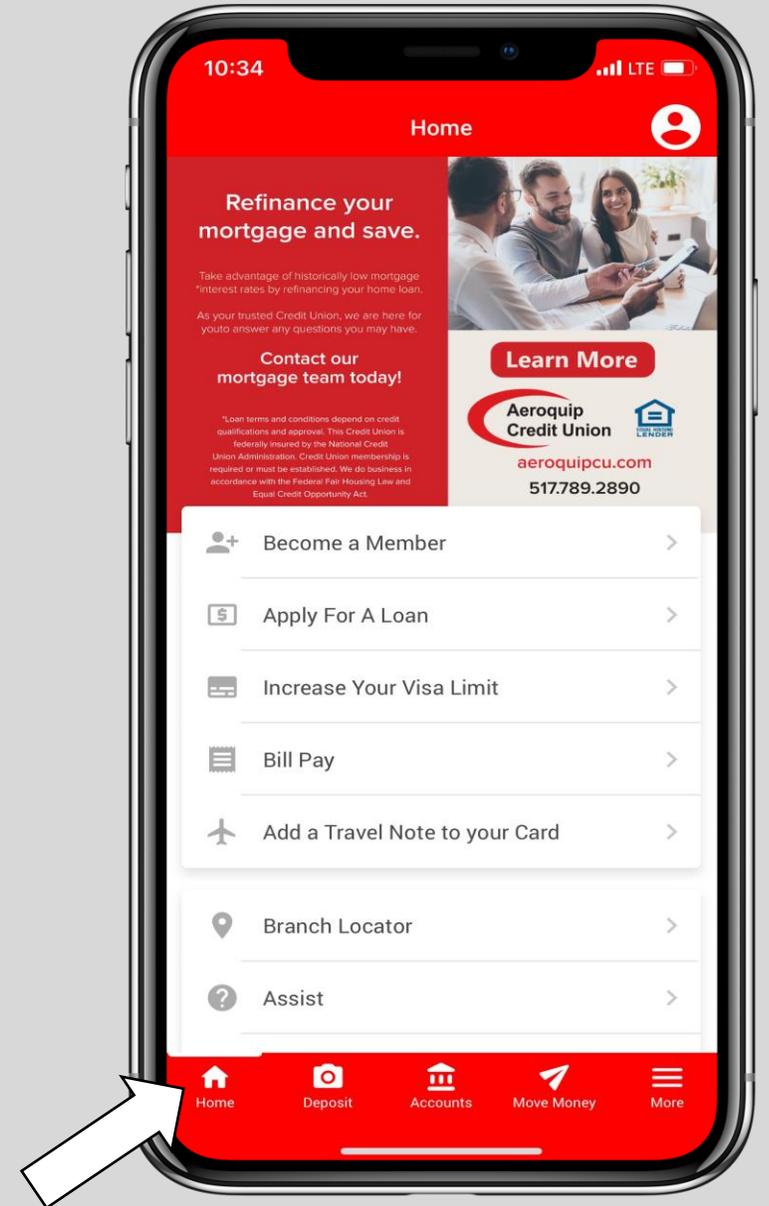
Profile Settings continued:

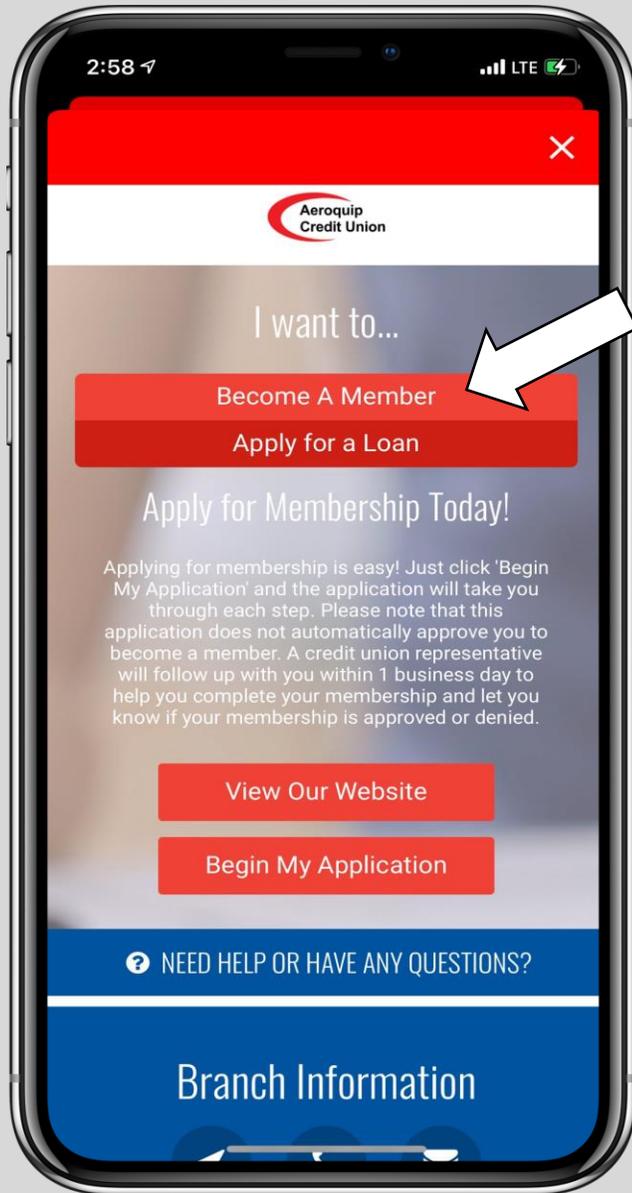
From here you will be able to add a ***profile picture***, view your ***message center***, turn on ***eAlerts***, view/edit your ***personal info***, update your ***contact preferences***, ***change your username***, ***password and security questions***, turn on ***authentication options***, view ***authentication FAQs***, and view your ***login and password change history***.

Home:

From the **Home Page** you will be able to fill out a form to **become a member**, **increase your visa limit**, and **add a travel note to your card**, apply for a loan in It'sMe247, access **bill pay**, view our **branch locator**, find **assist** questions, **contact us**, and access our **Facebook** page.

You can always click on the **Home** button in the lower left hand corner to return to this page.





Become a Member:

When you click on **Become a Member** from the **Home** page, you will be directed here.

If you are not already a member, here is where you can fill out a form to be reviewed by a credit union employee to see if you are eligible for membership. Click on **Become a Member** to begin the application.

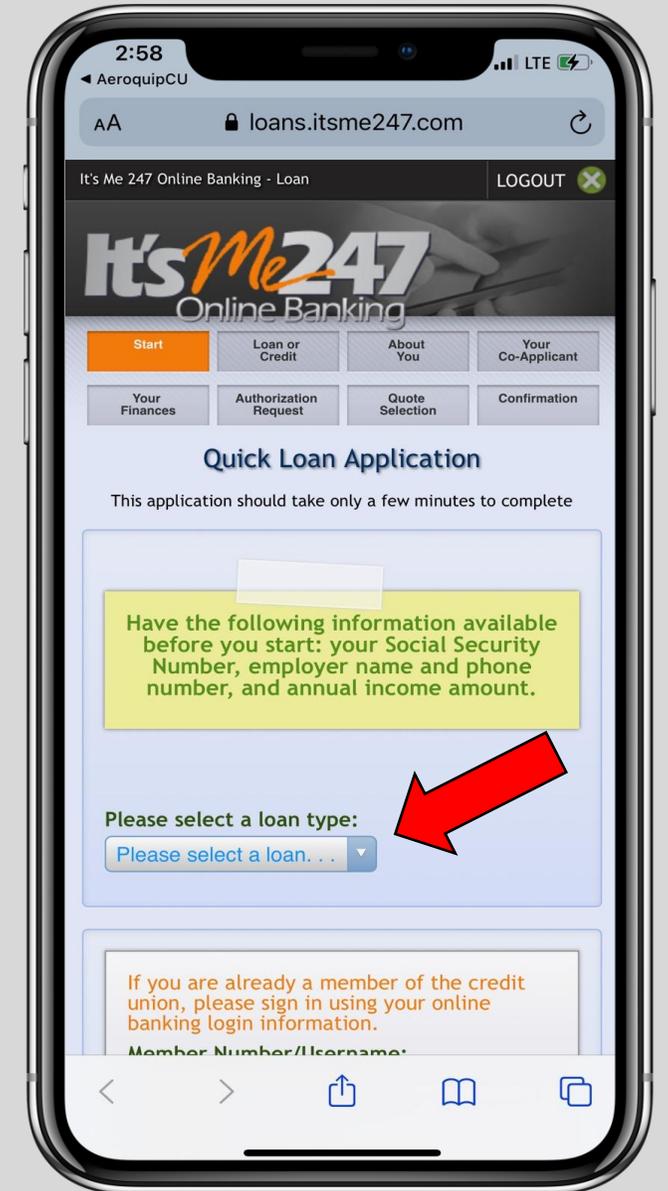
A credit union employee will reach out to you within 1-2 business days to finish setting up your account.

Apply for a Loan:

When you click on **Apply for a Loan** from the **Home** page, you will be directed here.

You will be directed to It'sMe247 where you can start the application for any of our available loans. Select the loan type you want to apply for and continue through the application.

A credit union employee will reach out to you soon to help assist you with your loan application.



2:59 LTE

Credit Limit Increase Request

Request a Credit Card Limit Increase

Name *

Phone Number *

Monthly Income *

Increase to (max \$15,000): *

Email

Please upload a copy of your most recent paystub.

Click or drag & drop image here to upload

Submit

Increase your Visa Limit:

When you click on **Increase your Visa Limit** from the **Home** page, you will be directed here.

You will then be able to fill out a form to request a credit card limit increase to your card. Fill out the required fields and hit **Submit** when you are done.

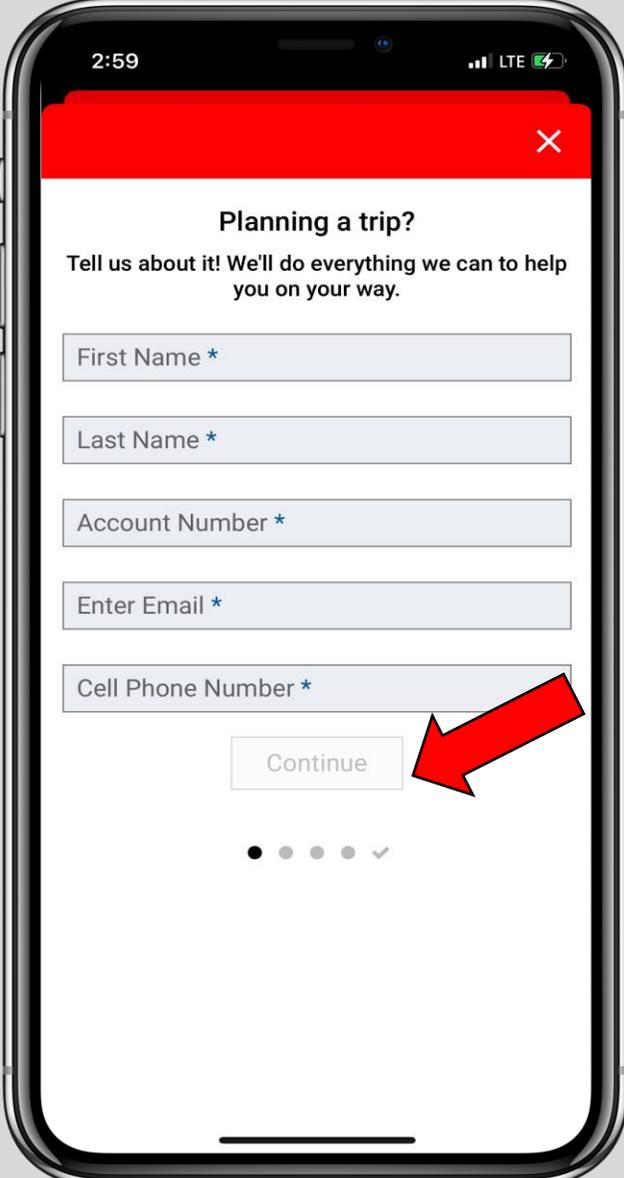
A credit union employee will reach out to you if they have any further questions or concerns.

Add a Travel Note to your Card:

When you click on **Add a Travel Note to your Card** from the **Home** page, you will be directed here.

You will then be able to fill out a form to add a travel note to your card if you are traveling and worried about fraud or blocked transactions. Fill out the required fields and **Continue** through each page and click on **Submit** when you are done.

A credit union employee will reach out to you if they have any further questions or concerns.



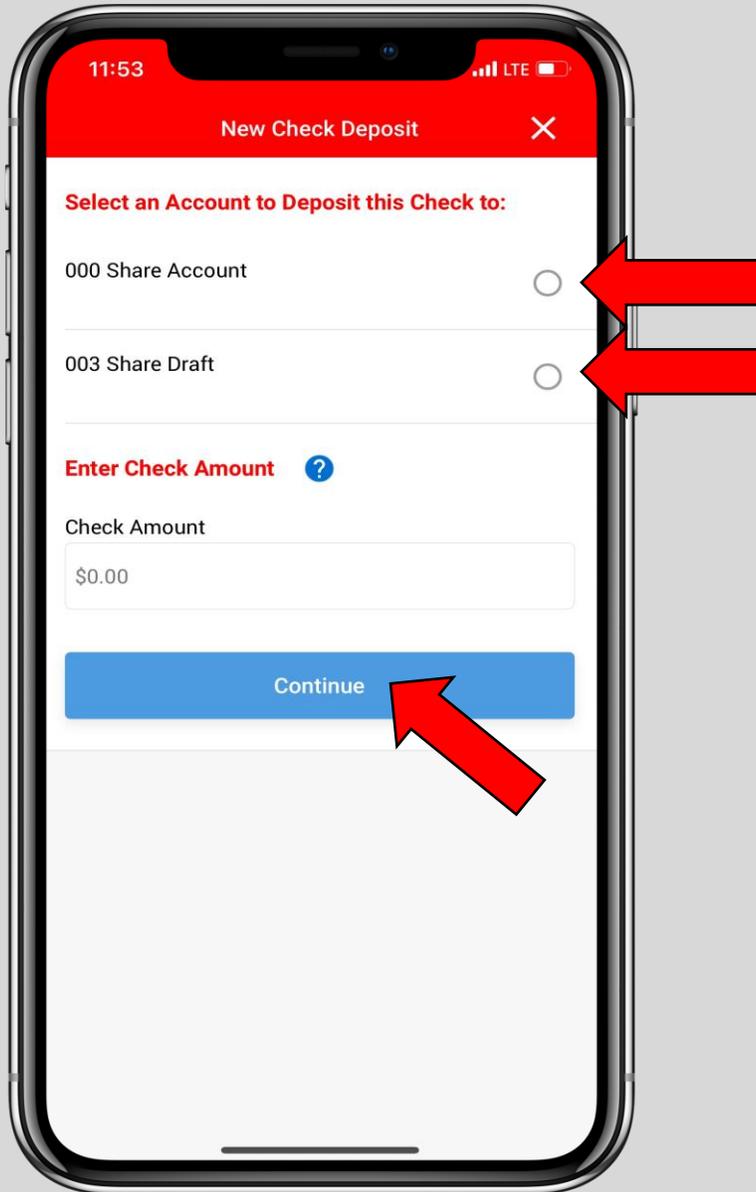
The image shows a smartphone screen with a mobile application interface. At the top, the status bar shows the time 2:59, LTE signal, and battery level. Below the status bar is a red header with a white 'X' icon. The main content area has the heading "Planning a trip?" followed by the text "Tell us about it! We'll do everything we can to help you on your way." Below this are five input fields, each with a blue asterisk indicating a required field: "First Name *", "Last Name *", "Account Number *", "Enter Email *", and "Cell Phone Number *". At the bottom of the form is a "Continue" button, which is highlighted by a large red arrow. Below the button is a progress indicator consisting of five dots, with the last dot on the right being filled and having a checkmark above it.

Deposit a Check:

To see the status and amounts of your recent deposits or start a new deposit, click on **Deposit** at the bottom menu. You will then be prompted to agree to the terms and conditions. Once in this screen, click on **New Deposit** to deposit a check.

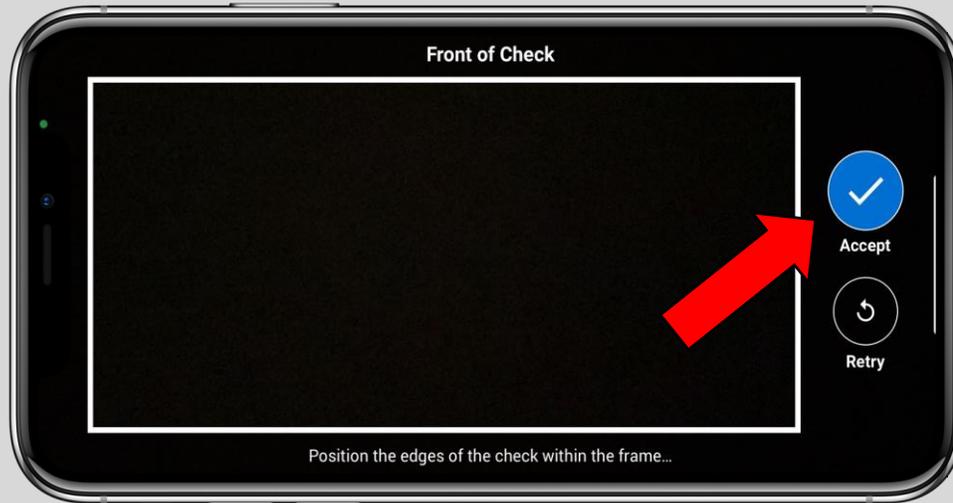
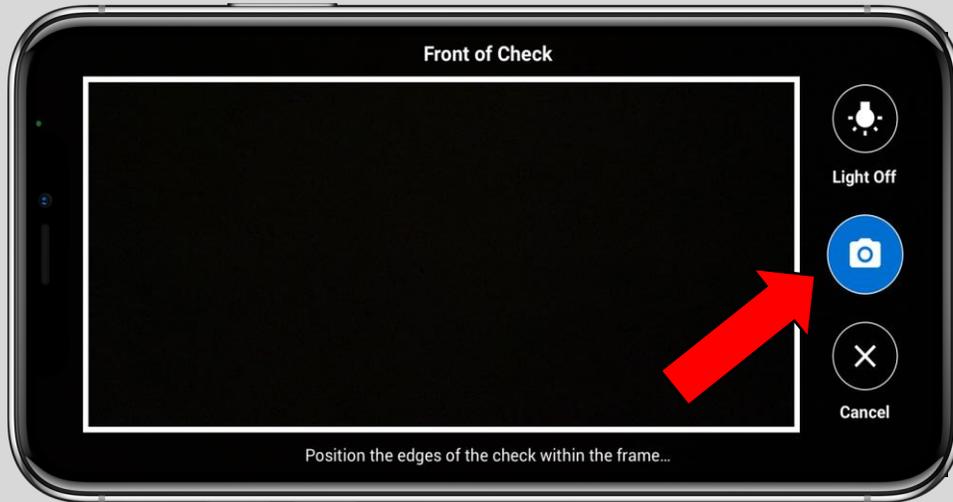
*Checks must have **“FOR MOBILE DEPOSIT AT AEROQUIP CU”** written on the back of they will be rejected. Max daily amount is \$3,000. Max deposit per day is 10. Max amount per deposit is \$3,000. Max total within a 30day cycle is \$10,000.





Deposit a Check continued:

Once you click on **New Deposit**, you will need to select the account you want to deposit the check in to (by clicking on the button to the right of that account) and enter the amount of the check. Then hit **Continue**.



Deposit a Check continued:

You might have to then allow access for the app to use your camera. If this message pops up for you, click on **Ok**.

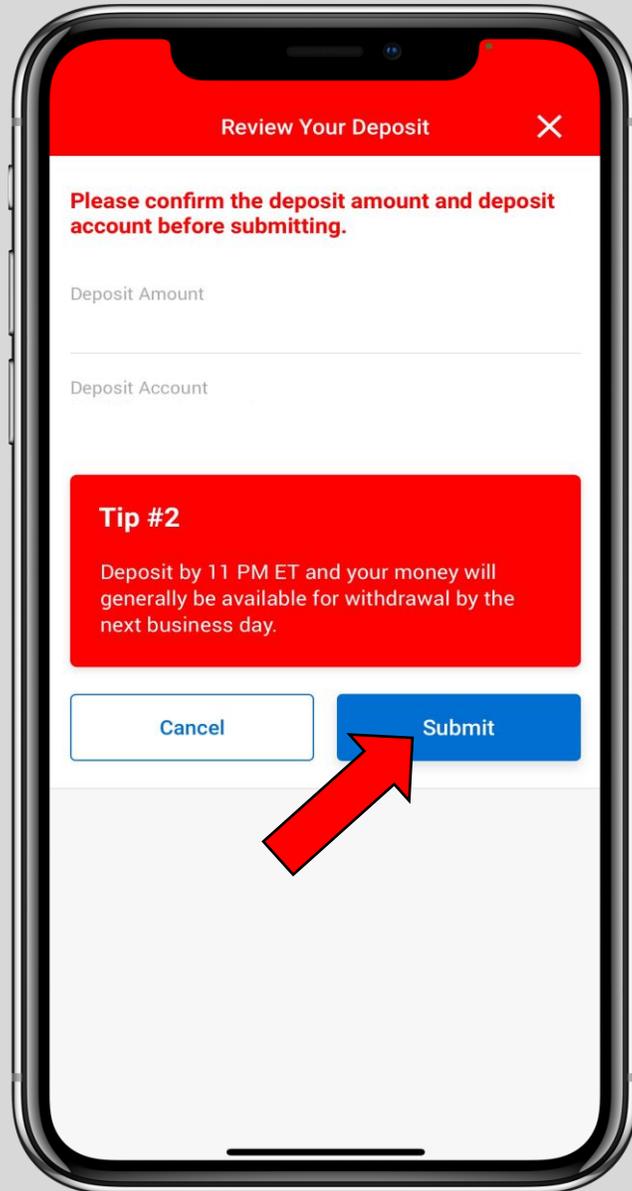
You will then need to take a picture of the front of your check using the **Camera** on the right hand side. Make sure to position the edges of the check within the frame. Once your image looks good, click on **Accept**.

Deposit a Check continued:

You will then need to take a picture of the back of your check and you can repeat the same steps as the front of the check. Make sure you sign your name and write **“FOR MOBILE DEPOSIT AT AEROQUIP CU”** on the back of the check or they will be rejected. Click the **Camera** button to take the picture and click on **Accept** when you are done.

Confirm the amount and account and if it looks good click on **Submit**.

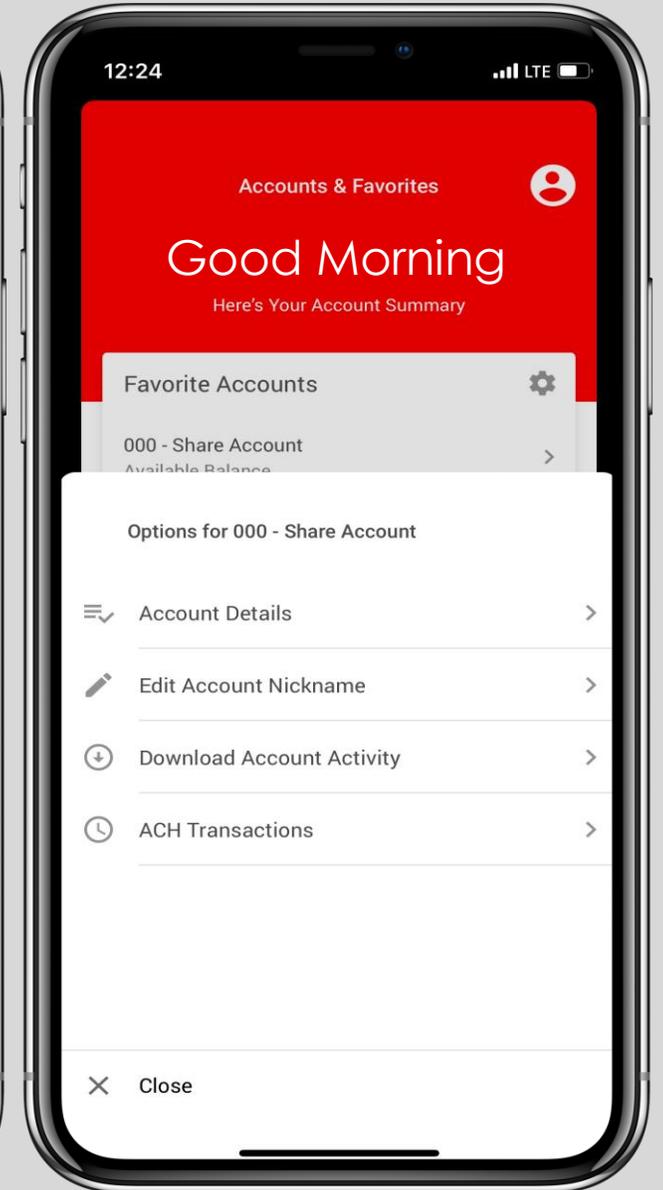
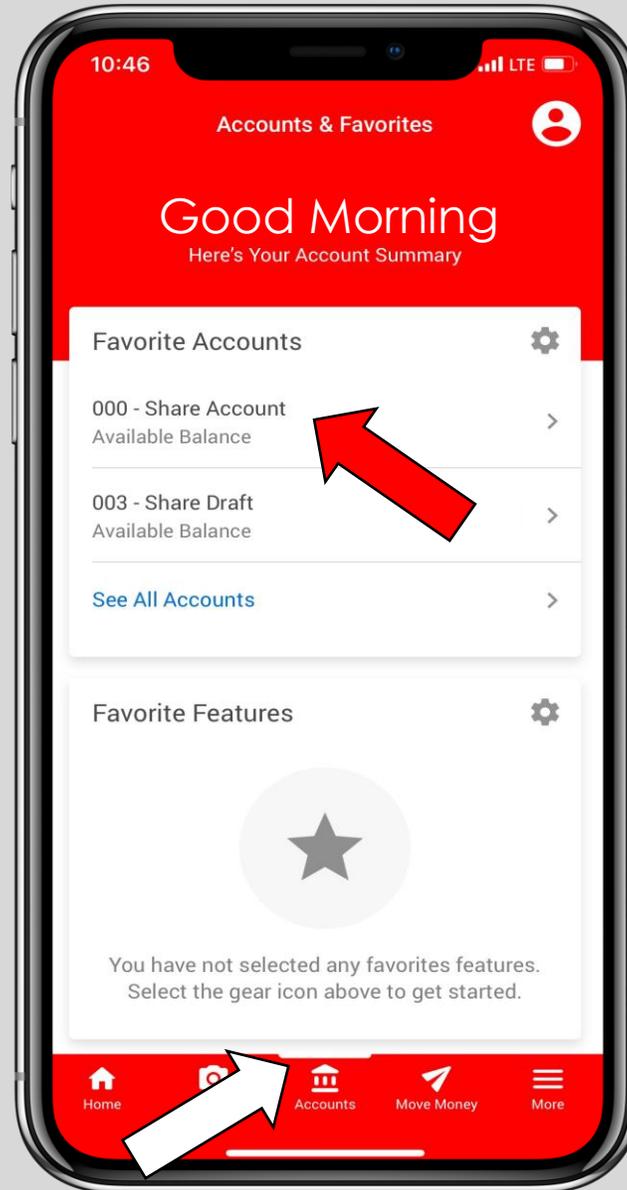
*Deposit by 11pm ET and your money should be available for withdrawal by the next business day.



Accounts:

To view your favorite accounts and features click on **Accounts** in the bottom menu.

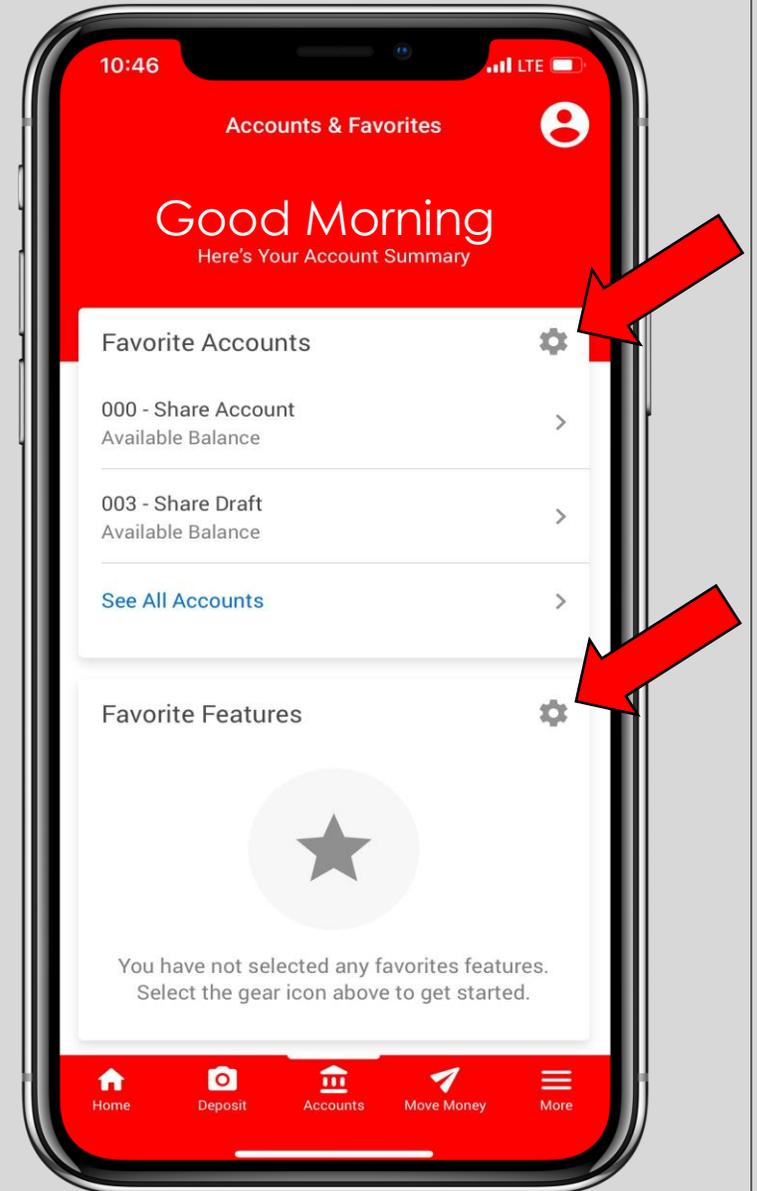
You will see your account balances and when you click on an account you will be able to see **account details, edit account nickname, download account activity, view ACH transactions** and more.

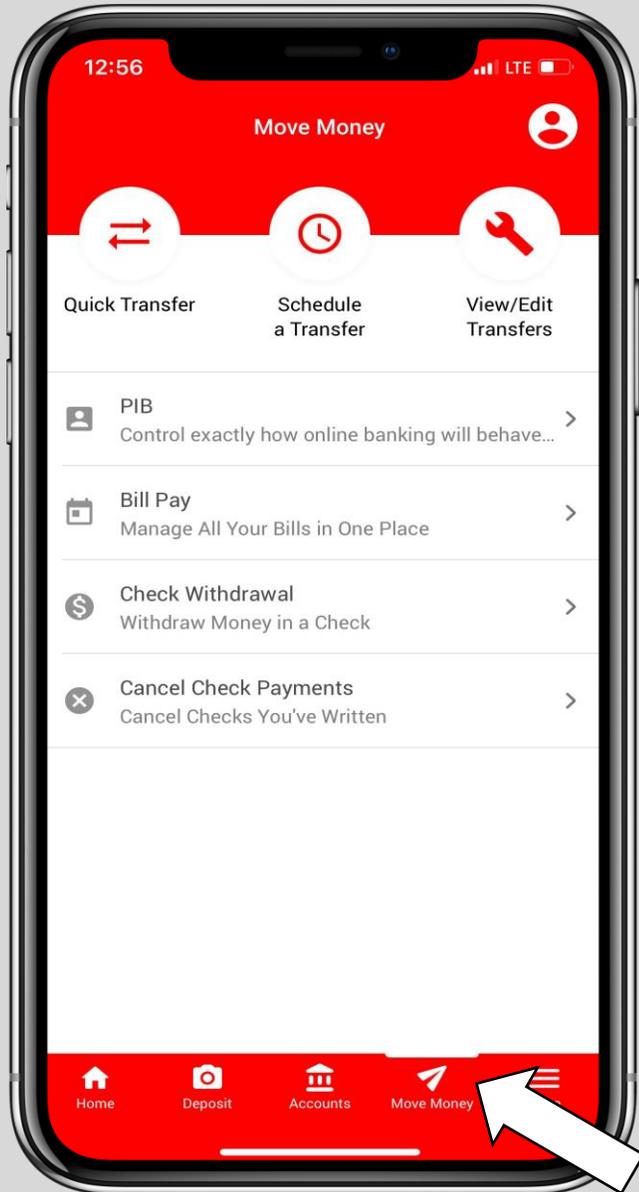


Accounts continued:

You can customize your favorite accounts that you choose to see here by clicking on the **Gear** icon next to **Favorite Accounts**. Click **Save** when you have the accounts you want visible.

You can customize your favorite features that you choose to see here by clicking on the **Gear** icon next to **Favorite Features**. You can add **bill pay, quick transfer,** and more. Click **Save** when you have the features you want visible.





Move Money:

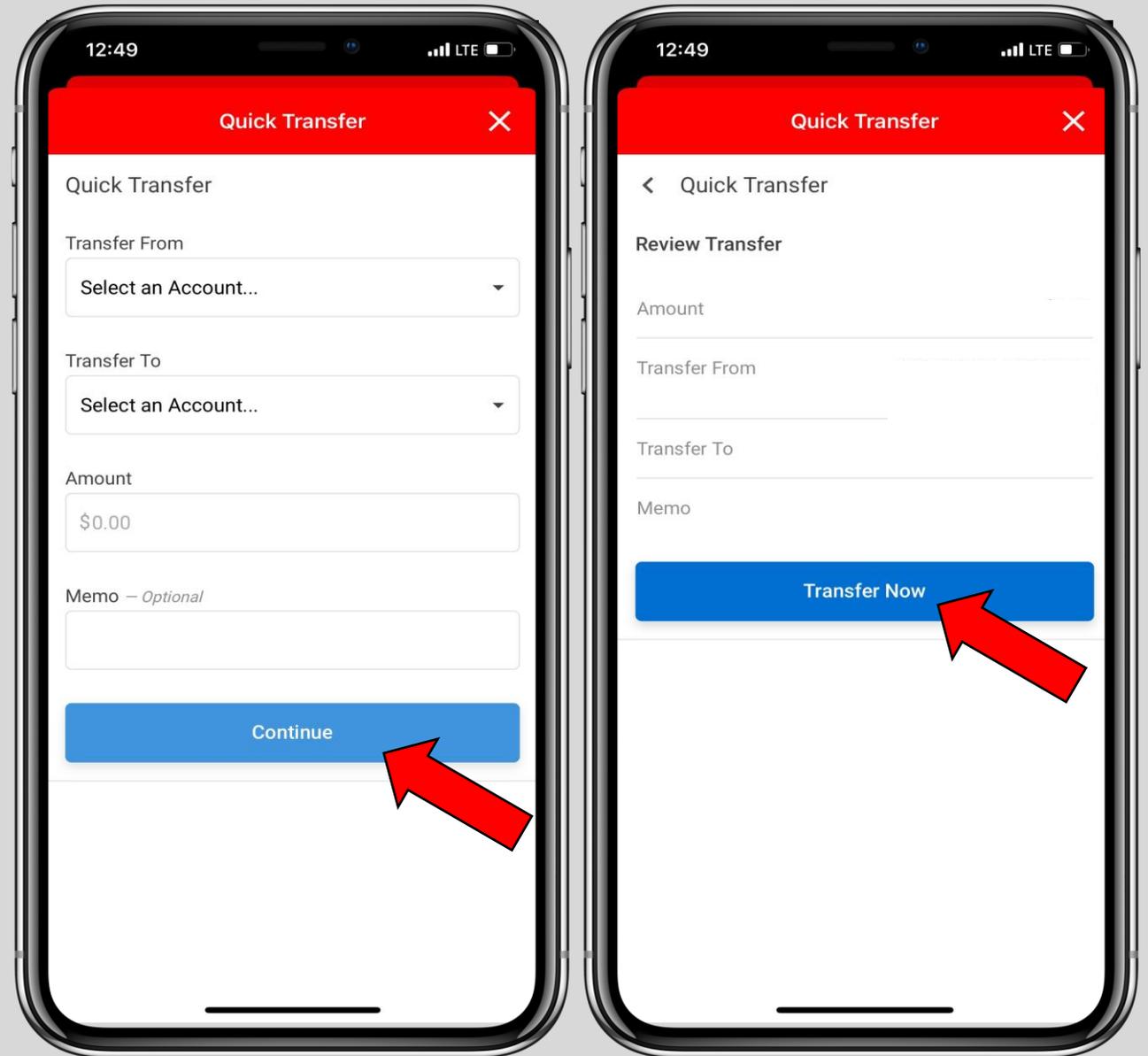
Use the **Move Money** tab to access **quick transfers**, **schedule** and **view/edit transfers**, access your **PIB** account, access **bill pay**, **check withdrawal** and **cancel check payments**.

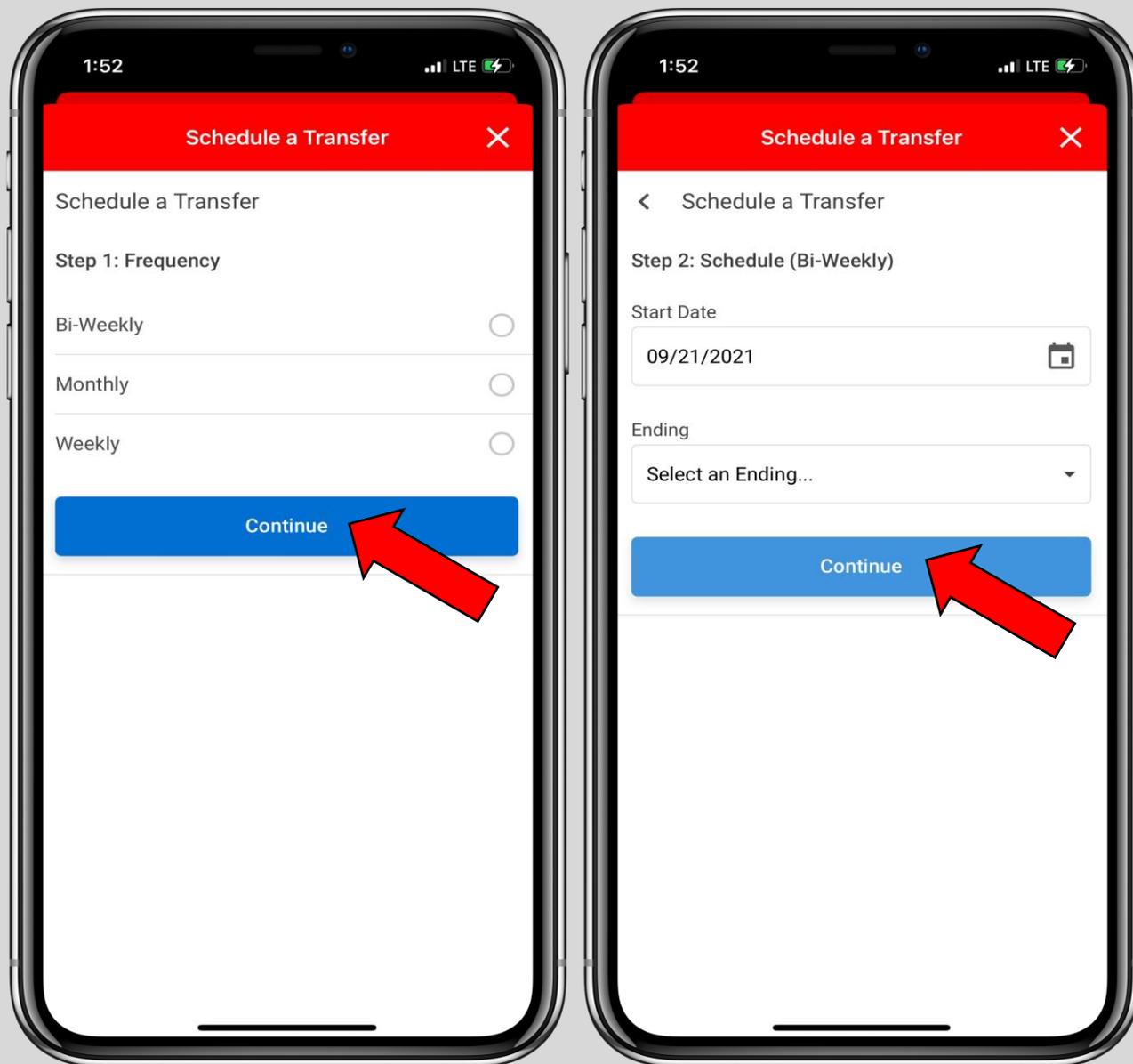
Quick Transfer:

When you click on **Quick Transfer** from the **Move Money** page, you will be directed here.

Here you will select where you want to transfer money from, where you want to transfer money to, the amount and memo. Once that is all filled out, click on **Continue**.

On the next screen, review the information you inputted and hit **Transfer Now** to complete the transfer.



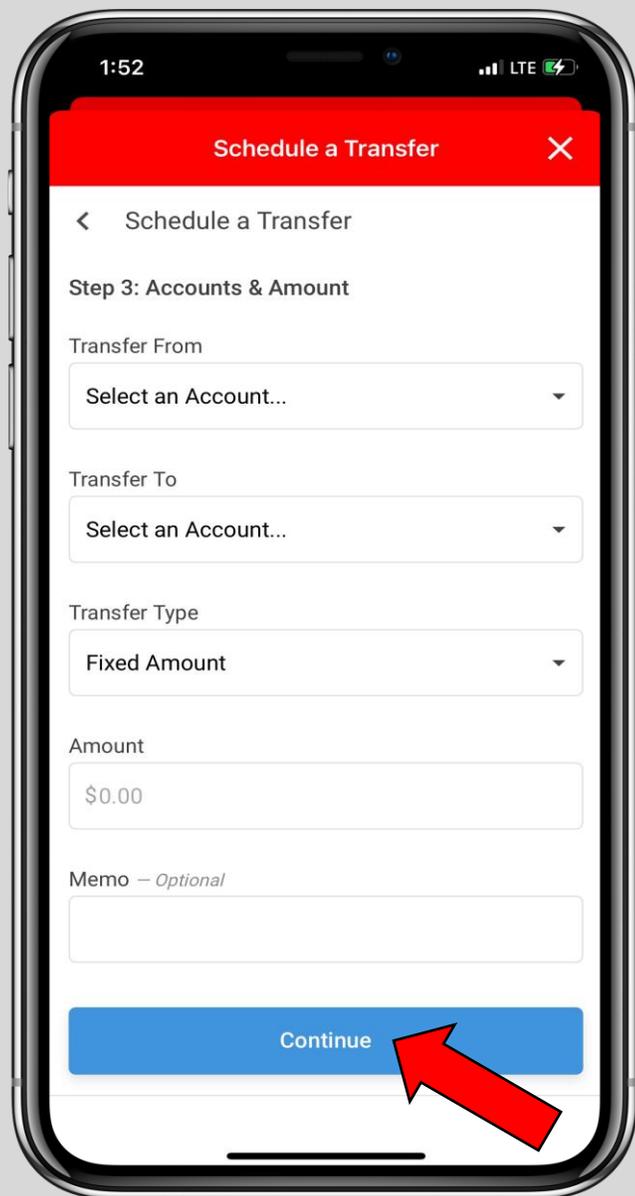


Schedule a Transfer:

When you click on **Schedule a Transfer** from the **Move Money** page, you will be directed here.

Here you will select the frequency of your scheduled transfer: either bi-weekly, monthly, or weekly. Hit **Continue** once you have selected your frequency.

Next, you will choose your start date and the end date: either until I cancel, end on a date, or after a number of transfers. Hit **Continue**.



Schedule a Transfer continued:

Here you will select where you want to transfer money from, where you want to transfer money to, the transfer type, the amount and memo. Once that is all filled out, click on **continue**.

On the next screen, review the information you inputted and hit **schedule transfer** to complete the transfer.

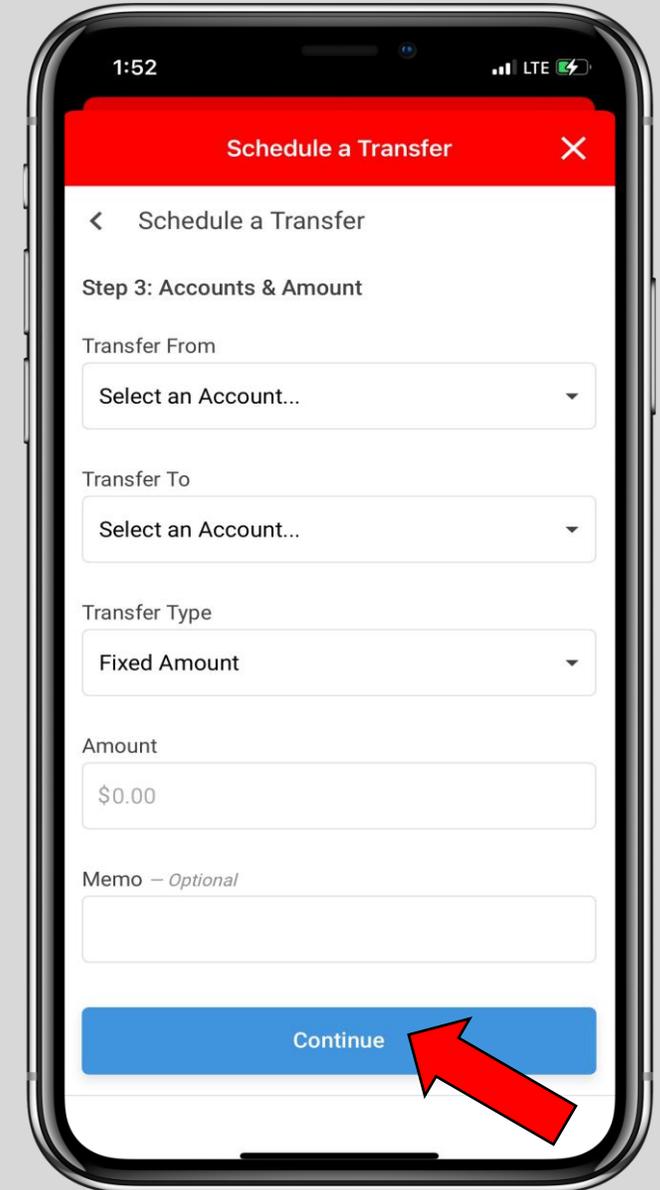
*You must set up your **PIB** account in order for this feature to work.

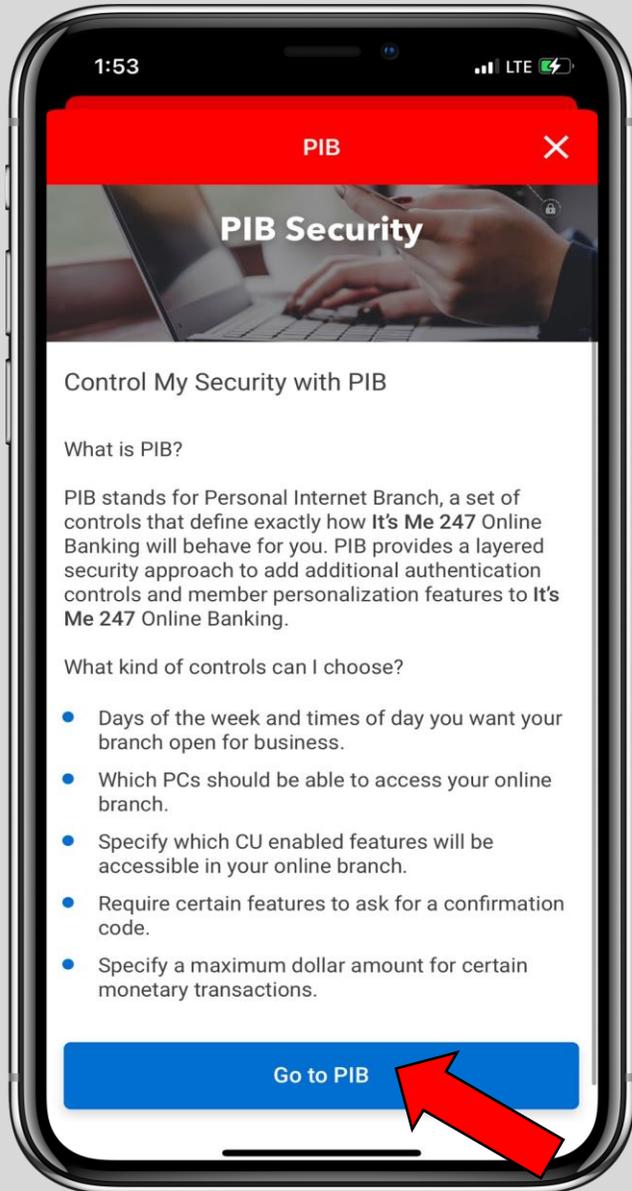
View/Edit Transfers:

When you click on **View/Edit Transfers** from the **Move Money** page, you will be directed here.

Here you will be able to view and edit any scheduled transfer you have.

*You must set up your **PIB** account in order for this feature to work.





PIB:

When you click on **Go to PIB** from the **Move Money** page, you will be directed here.

This is where you can allow access to be able to **Schedule and View/Edit Transfers.**

*If the **Schedule a Transfer** and/or **View/Edit Scheduled Transfers** feature is giving you an error message, that means you need to set up your PIB account.



PIB continued:

Sign up for a PIB account by creating a new username and password. Your username **cannot** be your account number.

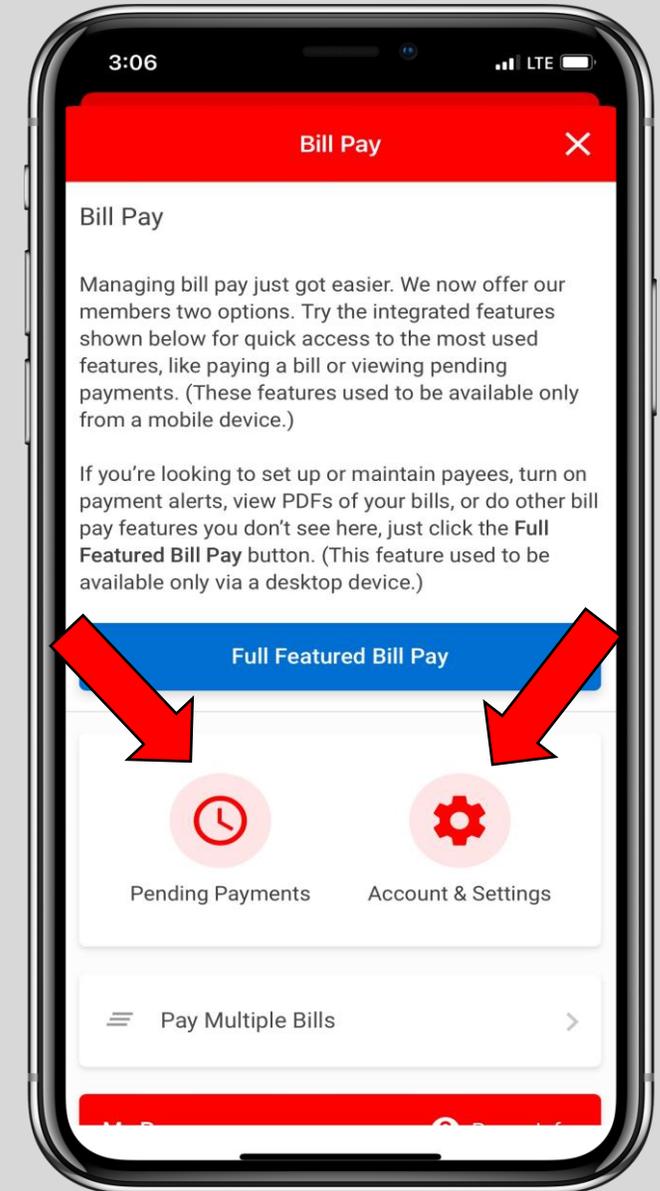
Once you have created a username and password and logged in, you will want to go to ***Set Up Profile*** to set your security and controls. This will also allow you to turn on ***Schedule a Transfer*** and ***View/Edit Scheduled Transfers***.

Bill Pay:

When you click on **Bill Pay** from the **Move Money** page, you will be directed here.

From this page you will be able to quickly **Pay Bills**, view **Pending Payments**, or view/edit your **Account Settings**.

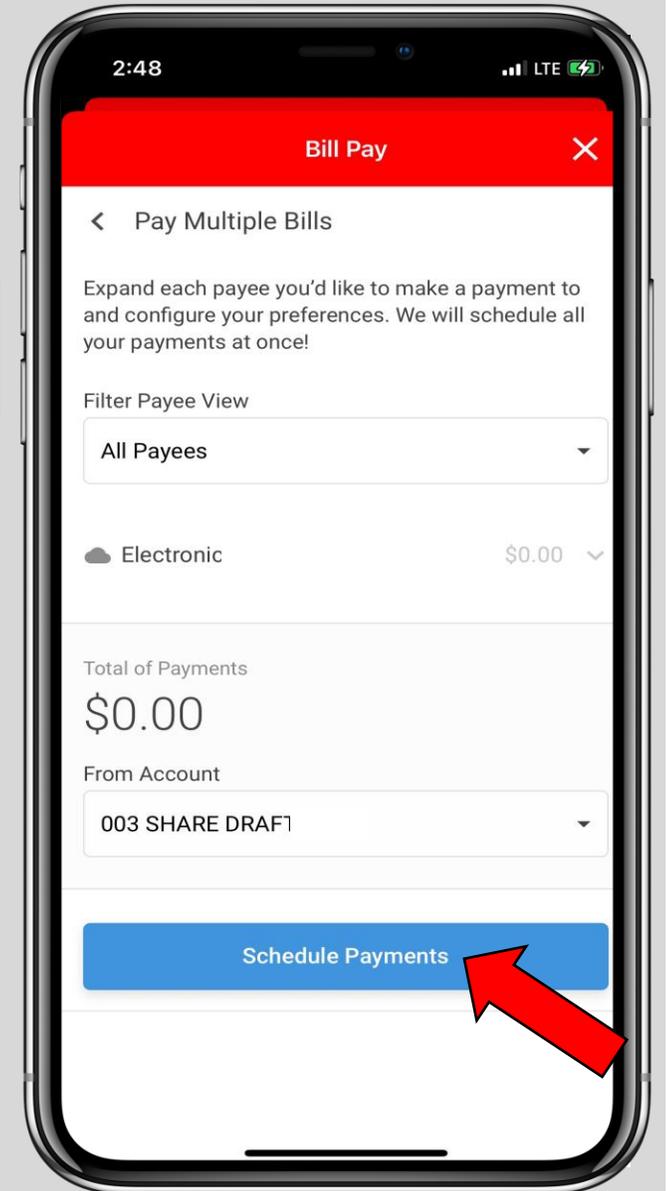
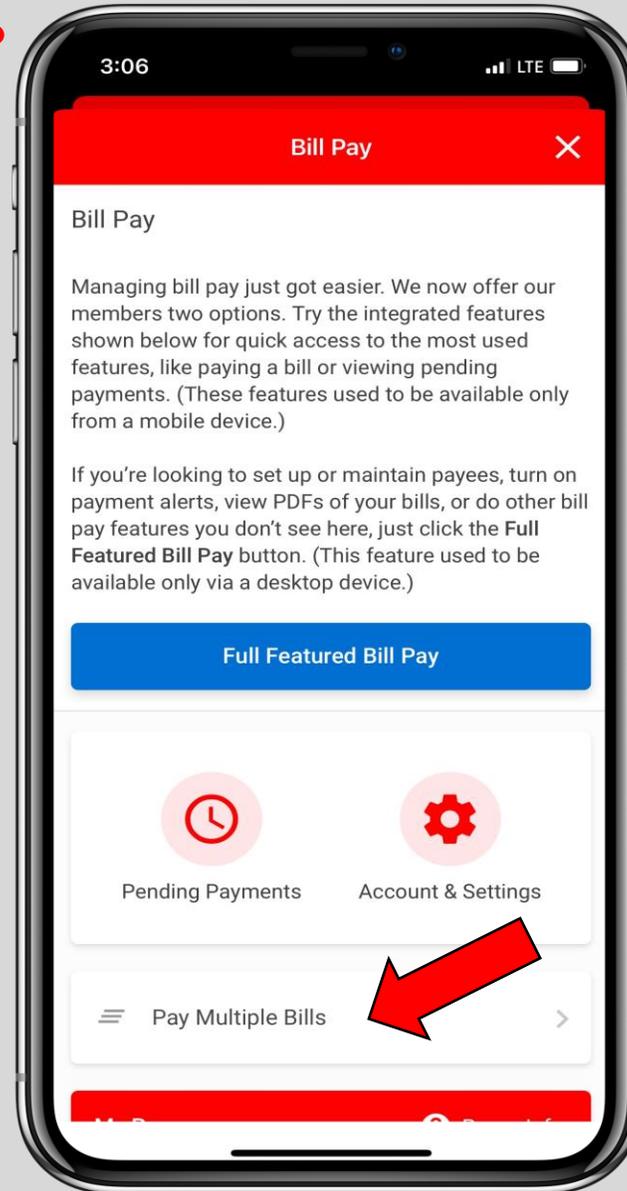
You can also find the **Bill Pay** link on the **Home** page.



Bill Pay continued:

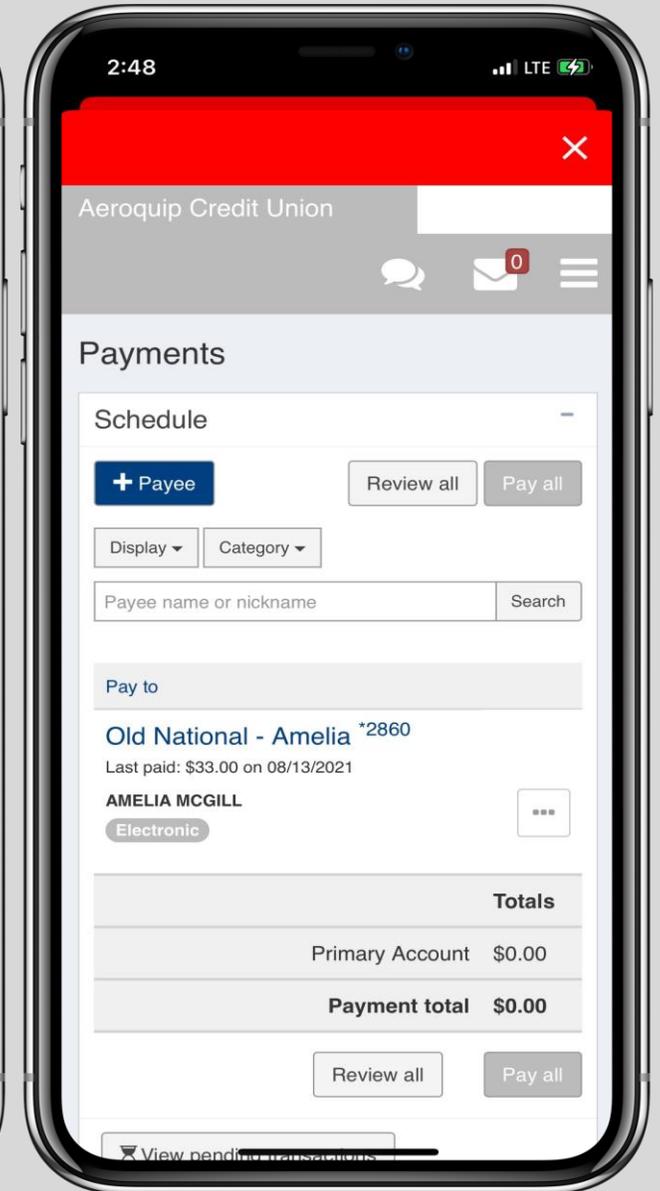
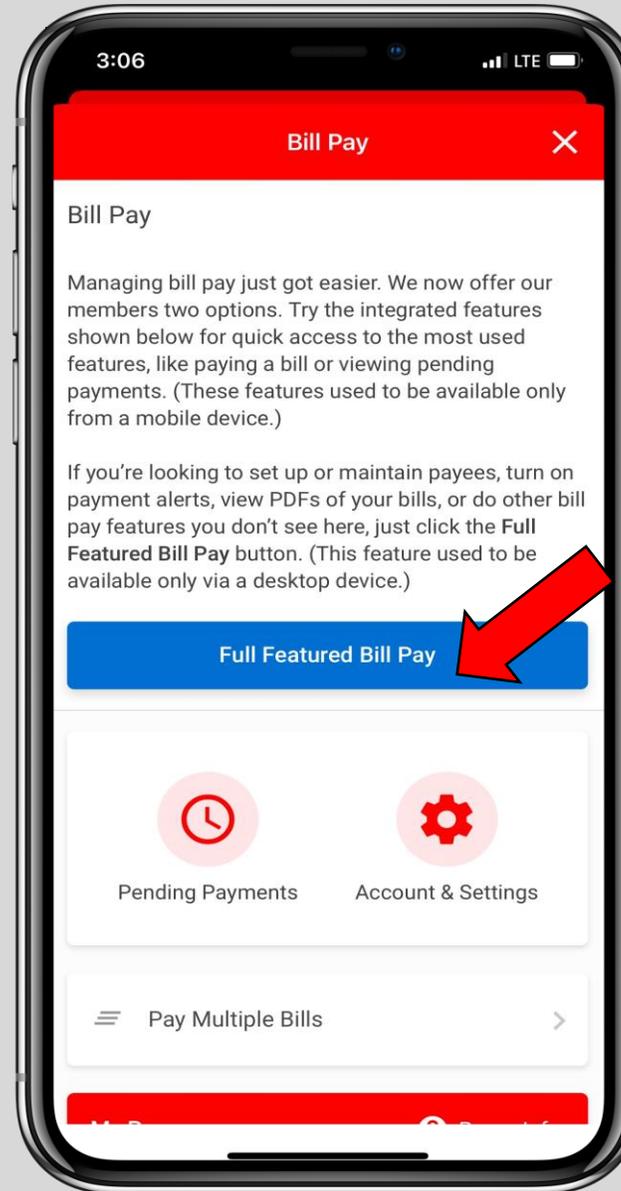
To quickly pay click on **Pay Multiple Bills**. You will then select the filter payee view: either all payees, paying, not paying, electronic payees or check payees.

Then select the payee, amount date, total of payments and from what account. Hit **Schedule Payments** when complete.



Bill Pay continued:

If you want to be able to **maintain payees, turn on payment alerts, view PDFs of your bills**, or other bill pay features you will need to access the **Full Featured Bill Pay** which is the desktop version of Bill Pay.

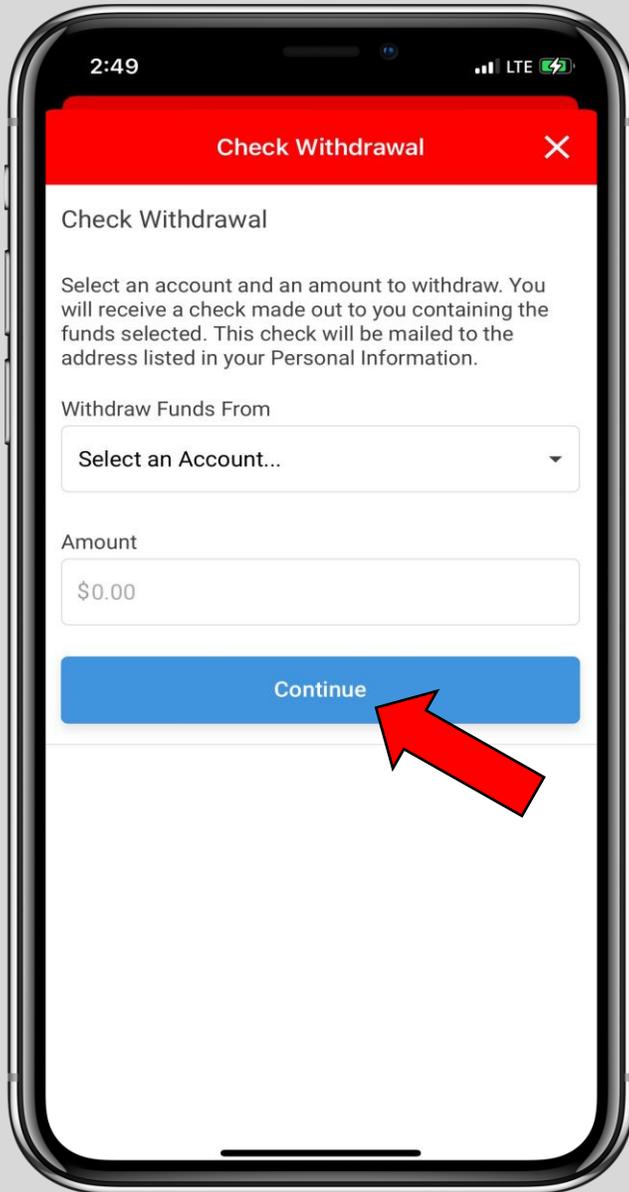


Check Withdrawal:

When you click on **Check Withdrawal** from the **Move Money** page, you will be directed here.

From this page you will need to select an account and an amount withdrawal to receive a check made out to you. Click on **Continue** when you have that filled out.

The check will be mailed to the address listed in your **Personal Information** so make sure that is correct beforehand.

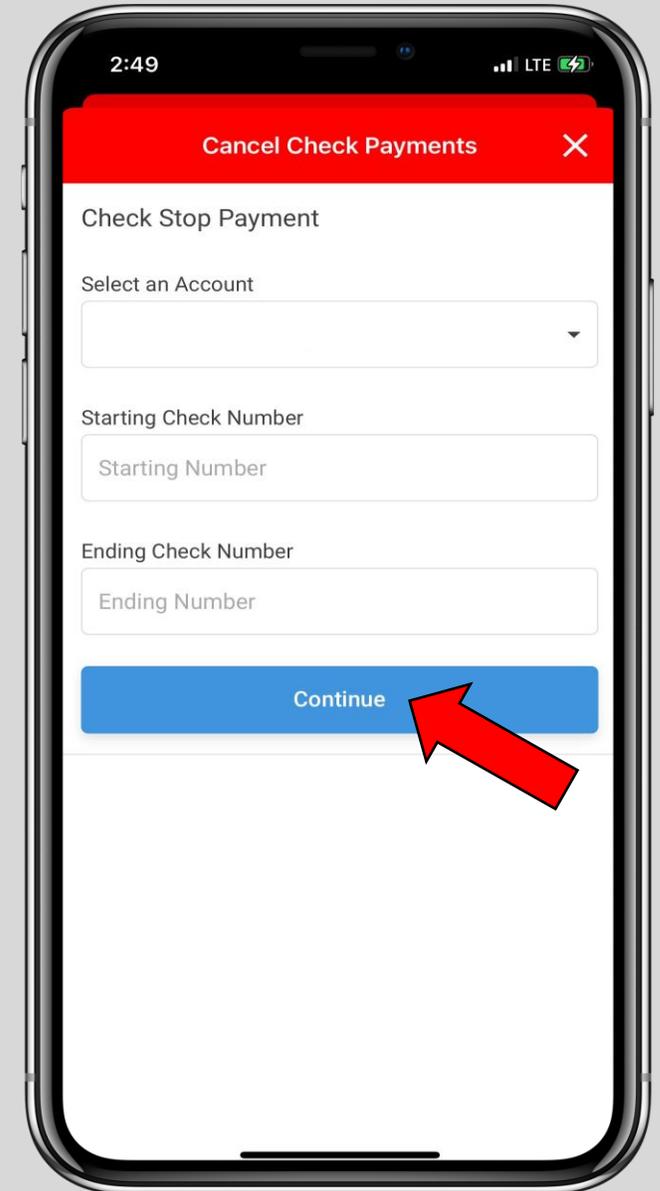


The screenshot shows a mobile app interface for 'Check Withdrawal'. At the top, there is a red header with the text 'Check Withdrawal' and a close button (X). Below the header, the title 'Check Withdrawal' is displayed. A paragraph of text reads: 'Select an account and an amount to withdraw. You will receive a check made out to you containing the funds selected. This check will be mailed to the address listed in your Personal Information.' Below this text, there is a section titled 'Withdraw Funds From' with a dropdown menu showing 'Select an Account...'. Underneath, there is a text input field for 'Amount' with '\$0.00' entered. At the bottom of the form, there is a blue button labeled 'Continue'. A red arrow points to the 'Continue' button.

Cancel Check Payments:

When you click on **Cancel Check Payments** from the **Move Money** page, you will be directed here.

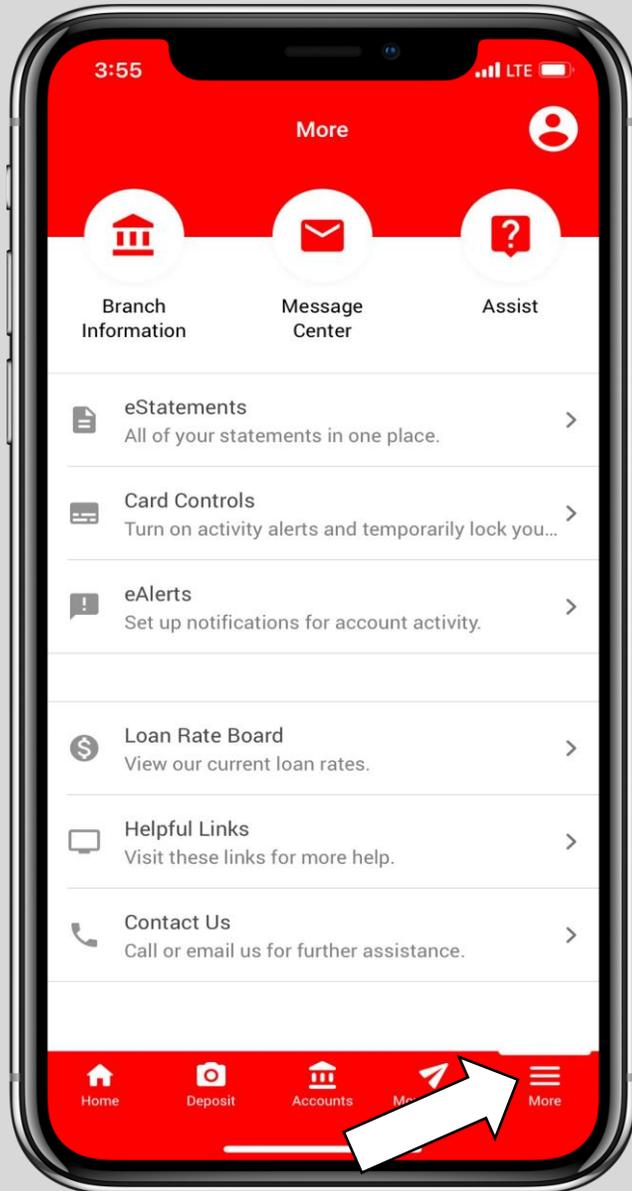
From this page you will be able to cancel a check withdrawal. Make sure that you have the starting and ending check number to be able to search for it. Hit continue when you input all of the information.



The image shows a smartphone screen displaying a mobile application interface for canceling check payments. The screen has a red header bar with the text "Cancel Check Payments" and a close icon (X) on the right. Below the header, the title "Check Stop Payment" is displayed. The form contains the following fields:

- "Select an Account": A dropdown menu.
- "Starting Check Number": A text input field with the placeholder "Starting Number".
- "Ending Check Number": A text input field with the placeholder "Ending Number".

At the bottom of the form is a blue button labeled "Continue". A red arrow points to this button from the right side of the screen.



More:

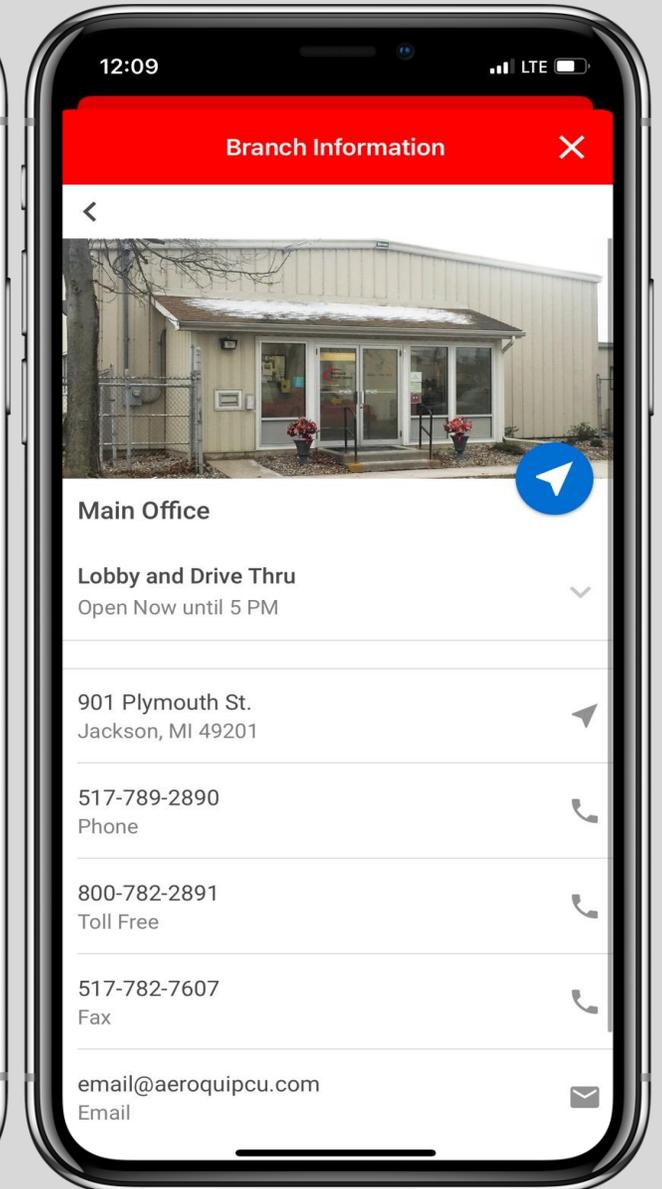
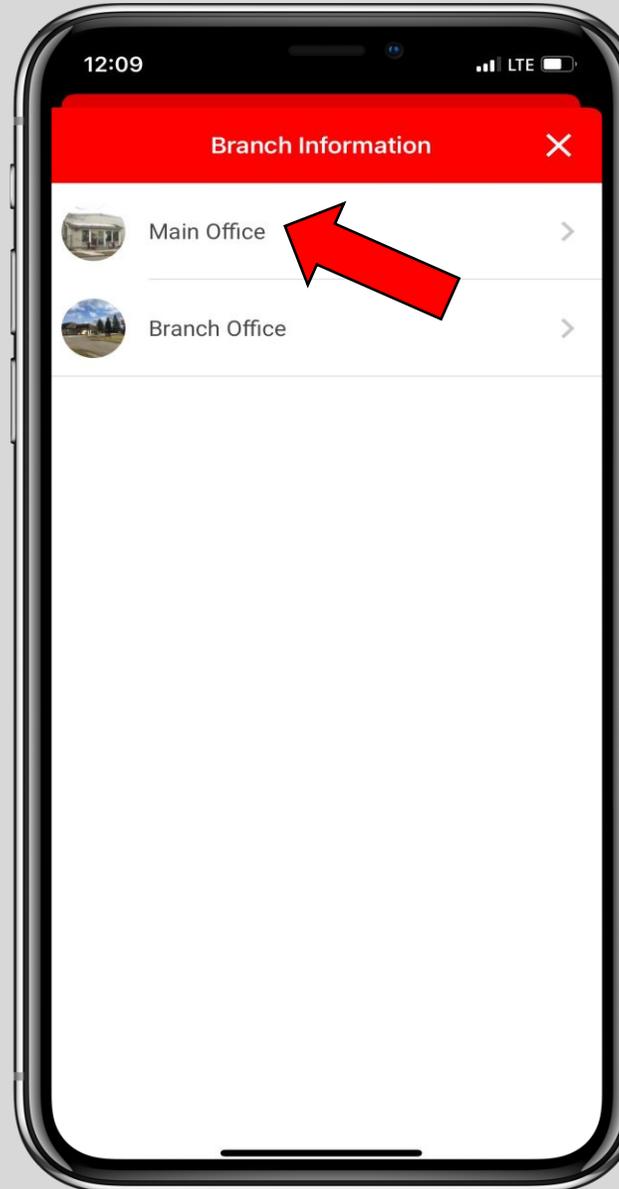
Use the **More** tab to access **branch information**, view your **message center**, find **assist** FAQs, view **eStatements**, set up **card controls** and **eAlerts**, view our **loan rate board**, find other **helpful links**, and **contact us** information.

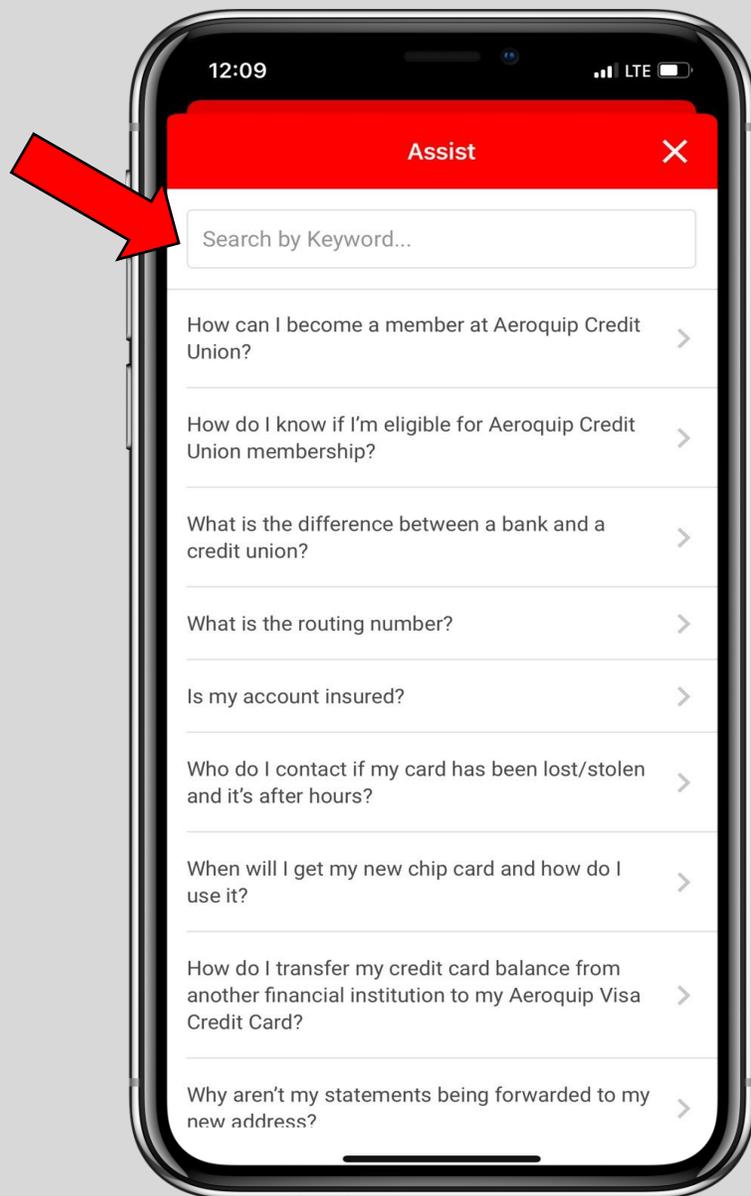
Branch Information:

When you click on **Branch Information** from the **More** page, you will be directed here.

Click on the office you want more information on and you will be able view the hours, address, phone number, fax number and email address.

You can also find the **Branch Information** link on the **Home** page.





Assist:

When you click on **Assist** from the **More** page, you will be directed here.

From this page you will be able to find any other help you may need on questions regarding the mobile app or the credit union. You can scroll through the list or search for a question in the **Search Bar**.

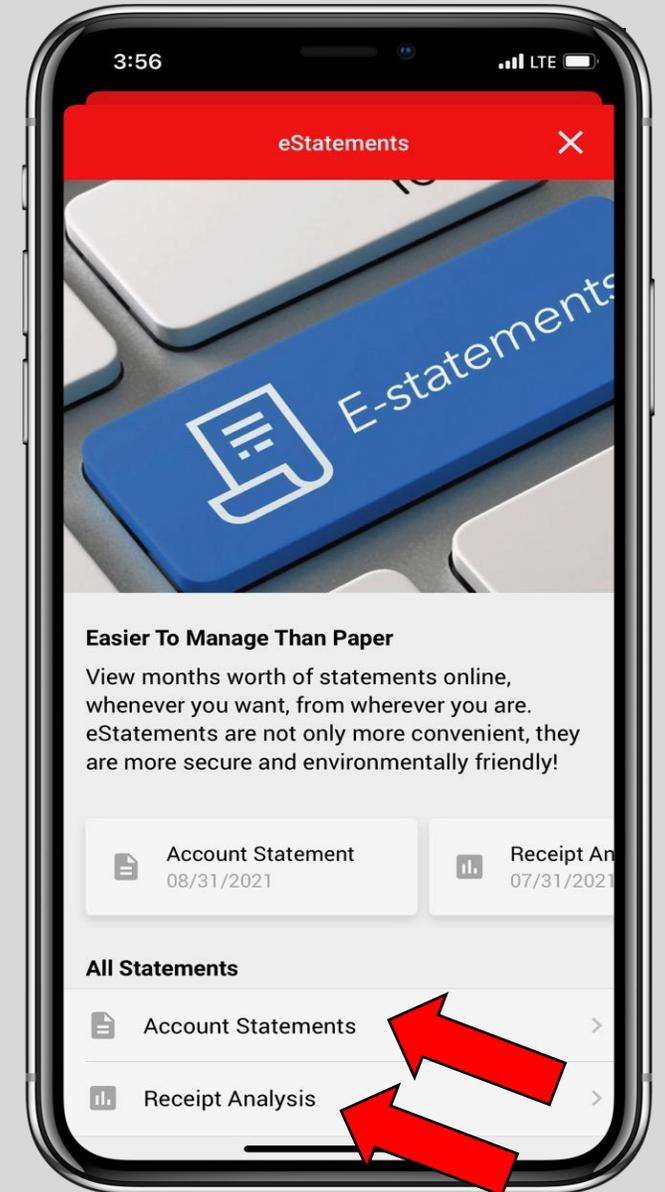
You can also find the **Assist** link on the **Home** page.

eStatements:

When you click on **eStatements** from the **More** page, you will be directed here.

From this page you will be able to view months worth of your monthly or quarterly statements by clicking on **Account Statements**.

To see receipts of past transactions that you performed at our offices click on **Receipt Analysis**.

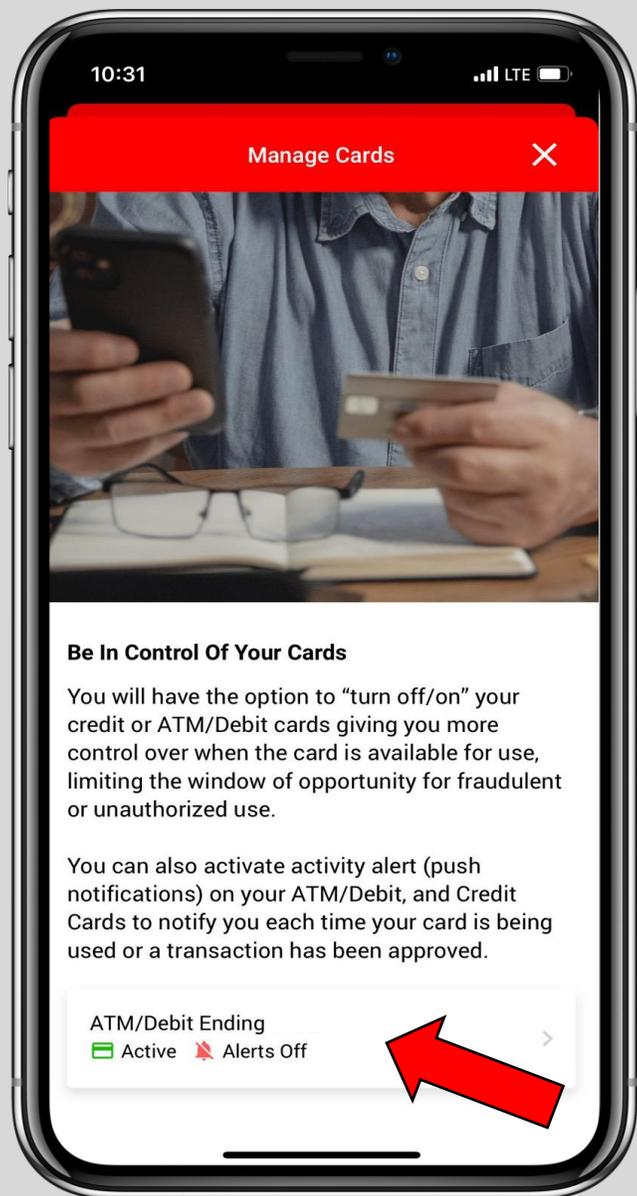


Card Controls:

When you click on **Card Controls** from the **More** page, you will be directed here.

From this page you will be able to turn on or off your ATM or debit cards and activate activity alerts to notify you when your ATM or debit card is being used.

Click on the card you want to turn these notifications on for to get started.

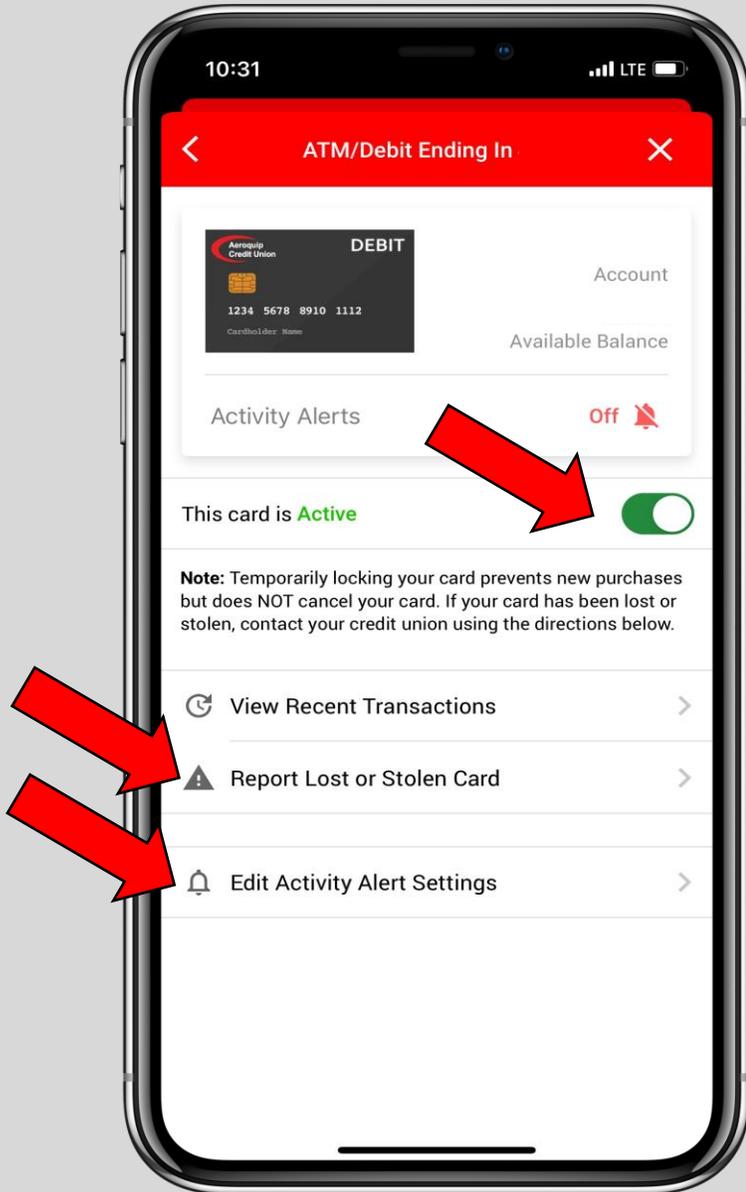


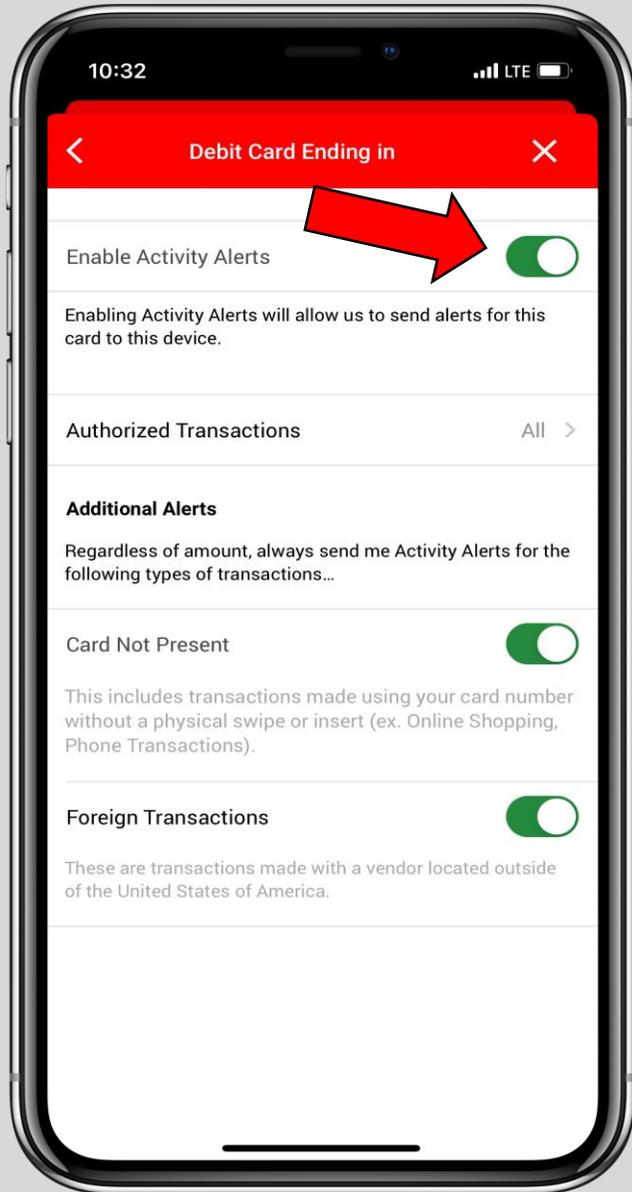
Card Controls continued:

To temporarily lock your card move the **button** to the left where it says **“This card is Active”** This does not cancel your card.

If your card has been lost or stolen contact click the **“Report Lost or Stolen Card”** for the numbers to call.

To turn on or edit your activity alerts, click on **“Edit Activity Alert Settings”**





Card Controls continued:

To turn on the activity alerts move the **button** to the right where it says “**Enable Activity Alerts**”

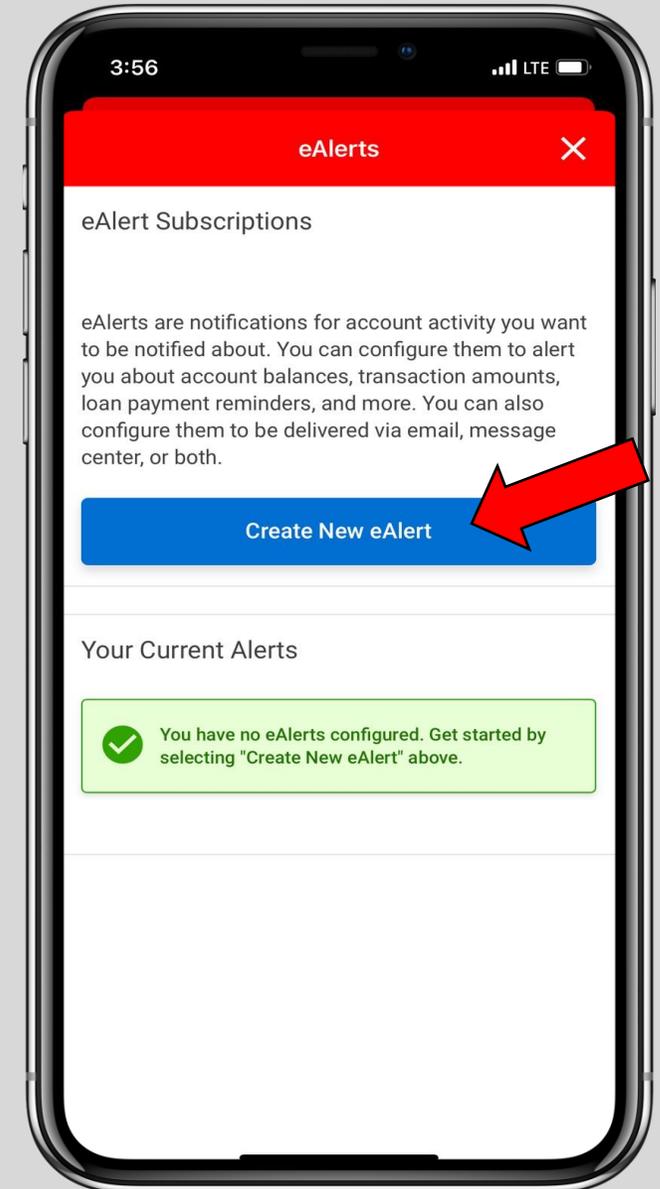
You can customize what alerts you want to be notified for under the **Additional Alerts** section.

eAlerts:

When you click on **eAlerts** from the **More** page, you will be directed here.

From this page you will be able to create notifications for account activity. You can turn on notifications for account balances, transaction amounts, and be notified by email, message center, or both.

Click on **Create New Alert** to get started.

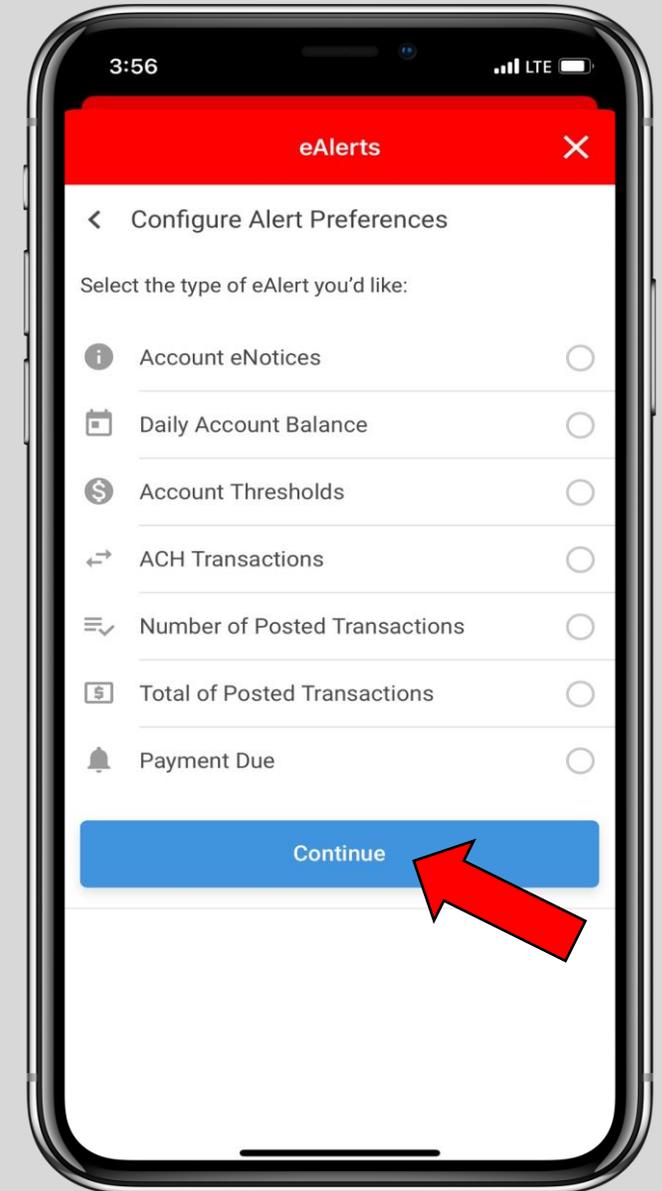


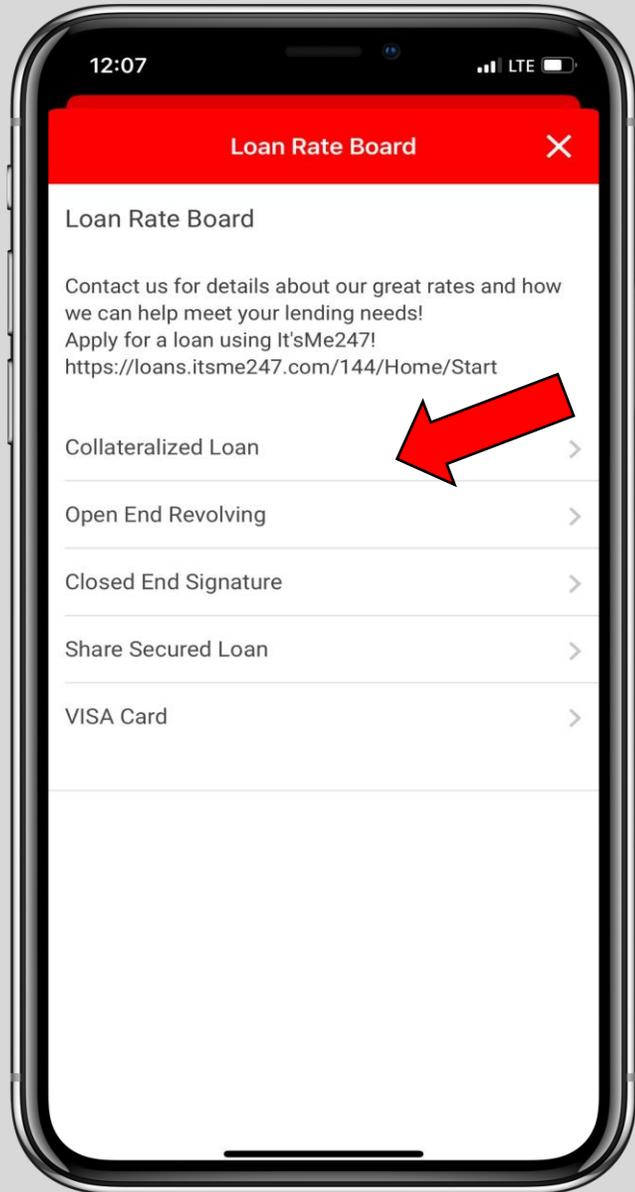
eAlerts continued:

Click on the type of eAlert you would like to turn on and then click on **Continue**.

You will then be prompted to choose which account you want the alert for, the type of eAlert trigger, and alert destination. Once those are chosen click on **Add Alert**.

You can also find the **eAlerts** link in your **Profile Settings**.





Loan Rate Board:

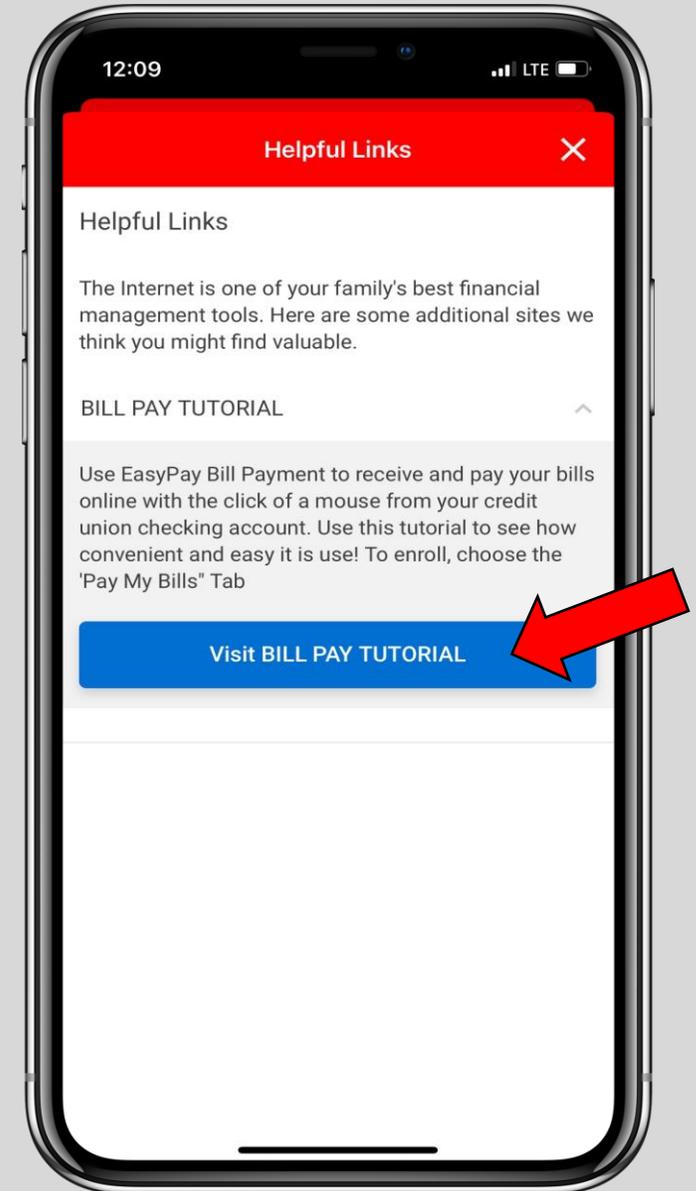
When you click on **Loan Rate Board** from the **More** page, you will be directed here.

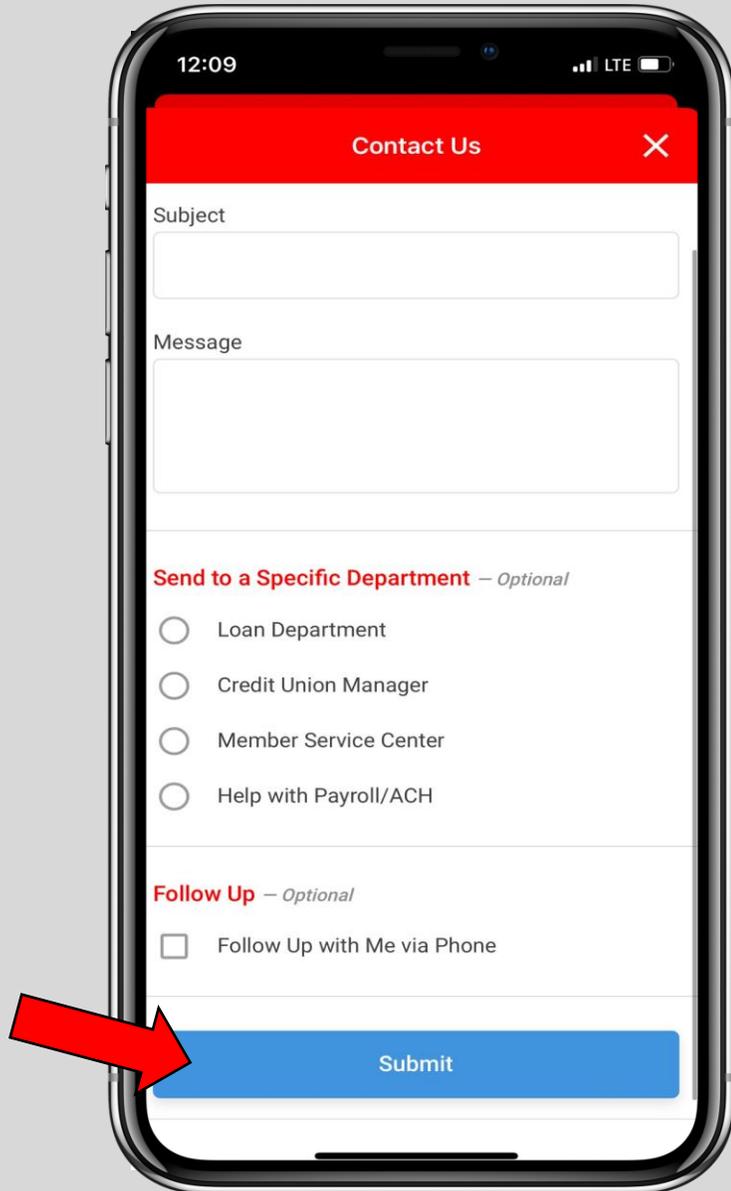
From this page you will be able to view all available loans. Click on a loan and it will take you to another screen where you can click on **Apply Now**. This will take you to It'sMe247 where you can apply for that loan. A loan officer will be in contact with you soon after applying.

Helpful Links:

When you click on **Helpful Links** from the **More** page, you will be directed here.

From this page you will be able to find more information on how to use bill pay. Click on **Visit BILL PAY TUTORIAL** on a video on how to work the full feature bill pay. Check back here for more helpful links and tutorials.





12:09 LTE

Contact Us X

Subject

Message

Send to a Specific Department – Optional

- Loan Department
- Credit Union Manager
- Member Service Center
- Help with Payroll/ACH

Follow Up – Optional

- Follow Up with Me via Phone

Submit

Contact Us:

When you click on **Contact Us** from the **More** page, you will be directed here.

From this page you will be able to create a message that will be sent to the specific department that you chose. Click **Submit** when you are ready to send your message.

You can also find the **Contact Us** link on the **Home** page.