

ICCESSFUL



# **INOVA FEDERAL DIGITAL BANKING** USER GUIDE





# About This Guide

As part of our ongoing effort to continually make your digital banking experience seamless, we have been working on a major upgrade to our platform. We have been focusing on creating an experience that is convenient, easy, and provides you the flexibility to take care of your personal and business finances at anytime from anywhere. With this upgrade, in addition to a new design and user-friendly experience, we have added some new features such as Card Controls, Financial Wellness, Goals, Account Aggregation.

This guide is designed to assist in answering questions and help you navigate through some common transactions.

# **Getting Started**

### **Browser and Device Support**

Access your accounts via desktop, tablet, or mobile devices anytime, anywhere. For an optimal experience, make sure your devices are using the most updated versions of software available.

- Browser Support Make sure your browser is within the latest 2 versions (Safari, Chrome, Edge, Firefox). Please note, Internet Explorer 11 does not support online banking and standards that are implemented in newer browsers.
- Device Support
  - Windows: Versions still supported by Microsoft & support a browser listed above
  - OS X: Versions still supported by Apple & support a browser listed above
  - Android: Version 9.0+
  - iOS: Last 2 major releases



### First Time, New Users\*

If you have an account with us, but are new to online banking, it is easy to get started.

First navigate to our website and click register. You will be prompted to accept the disclosure for Online Banking Access. Then, you will be prompted to verify protected information that matches the information on your account. Then a one-time temporary password will be generated that you will receive via SMS, Voice, or email.

Then you will be required to create a username and password. To keep your username and password secure, we have specific requirements.

Username: Pas		ssword:		
Requirement	Default	Requirement	Default	
Minimum Length	8	Minimum Length	12	
Maximum Length	40	Must include a Number	Yes	
Allow Alpha Characters	Yes	Must include an Uppercase Letter	Yes	
Allow Numeric Characters	Yes	Must include a Lowercase Letter	Yes	
Allow Special Characters	Yes	Must include a Special Character	Yes	

Ensure your contact information is correct and updated to finish your registration.

#### Converted Users\*

If you already have a username for online banking, your username will remain the same for the new platform. Simply enter your username and old password and click login. This will generate a one-time temporary password that you will receive via SMS, Voice, or email.

After you enter the one-time temporary passcode, you will receive a prompt to reset your password. Your new password must meet the minimum requirement listed above.



# **Dashboard Overview**

Once you have successfully logged in, the dashboard will provide immediate access to the features you will likely use the most, requiring fewer clicks to perform financial tasks online. Here is a high-level overview of the summary dashboard from a desktop view.

- 1. Actionable Alerts that require action from you are displayed here towards the top of the page.
- 2. Accounts are grouped by Account Type Class (e.g., Deposits, Loans, Credit Cards)
- 3. Linked External Accounts from other Financial Institutions
- 4. Activity Modules provides a quick glance of recent and future activities.
- 5. **My Credit Score** shows the primary account holder's credit score.

English   Español			
Dashboard Accounts	Financial Planning Transfer & Pay	Tools Quick Apply	
BOW T	THE BEST CHECKING IS RIGHT NEXT DOOR Protection that pays - Up to 4% /	© Oebit Rewards	
Dashboard		0 0	
	ing external account Confirm to finish linking esternal accounts	My Credit Score See your credit score	
Accounts Checking	\$	Great	
Marisol Checking		Credit score and report     24/7 credit monitoring     Credit usage and alerts	
Checking		Learn More	
Simply Free Checking		LinkExternalAccounts	Let's talk!



# Managing Your Profile

Settings allows you to view, update and manage settings that are applicable to your account and overall online banking experience. You can navigate to **Settings** by clicking on the drop-down menu under your name or **Tools** > **Settings**.

- **Profile:** allows you to enter profile information, such as Nickname, Time Zone, profile picture, and view your recent login activity
- **Security:** allows you to view and edit security details, such as username, Password, and Two-Factor Authentication, and maintain your authenticated devices.
- **Contact:** allows you to make modifications contact info, including Address, Phone Numbers, and Email Addresses.
- Accounts: allows you to configure account color and nickname, display order, or hide accounts from display; you can also request access, confirm, or delete external (ACH) accounts.

English   Español			
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Dashboard Accounts	Financial Planning	Transfer & Pay Tools Quick Apply	
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Settings		1	c c
Profile Security Contact	Accounts Devices		
		<u>+</u>	
		Edit	
Profile Information			
	FULL NAME	MARISOL MARIE TESTCASE	
	BIRTH DATE	04/17/1975	
	NICKNAME	MARISOL TESTCASE	
	TIME ZONE	(UTC-05:00) Eastern Time (US & Canada)	
Recent Login Activity			



# Categories Overview

We've organized information within five navigation menu categories located at the top of your dashboard to help you quickly and seamless navigate to the features and tools you'll use the most.

Category	What's inside?
Accounts	<ul> <li>Account: Gain a comprehensive view of your account details and transaction history</li> <li>Rewards: View progress on earning rewards</li> <li>Card Management: Easily view information on your debit and credit cards, control the use of these cards, and maintain their status without having to contact us.</li> </ul>
Financial Planning	<ul> <li>Spending: Create and manage income and expense thresholds</li> <li>Savings Goals: Create, manage, and track progress on your savings goals.</li> <li>Financial Health: Take a survey to understand your financial health score and get offers on improving your score</li> </ul>
Transfer & Pay	<ul> <li>Transfers &amp; Loan Payments: Perform an immediate transfer of internal funds, pay loans, schedule future or recurring transfers, link internal or external accounts.</li> <li>Bill Pay: Make a payment, manage the payee's information and details, add payees, and view the payment history or scheduled activity and manage eBills.</li> <li>Skip a Pay: skip a loan payment.</li> <li>Snap Pay: pay a loan using a debit card</li> </ul>
Tools	<ul> <li>Settings: Update and manage settings for your profile, security, and notifications.</li> <li>eDocs: View documentation related to your accounts (statements, tax documents, etc.).</li> <li>Card Link: Update your INOVA Debit and Credit Card everywhere you pay online instantly.</li> <li>Alerts: Setup general, account, authentication, card, mobile deposit, savings goals, and transfer alerts by multiple methods.</li> <li>Requests: Securely send forms to the Credit Union.</li> </ul>



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	<ul> <li>Checking Services: Stop payment on a check and reorder checks.</li> <li>Message Center: Send messages and respond to inquiries using the secure message center.</li> <li>Locations: Locate one of our branches and/or ATM locations.</li> <li>Help: search for commonly asked questions and answers.</li> </ul>
Quick Apply	• Apply for a loan, credit card, or open an additional account.

# Secure Message Center

Your privacy is our top concern. You can securely send sensitive information such as your member number and other personal information by using the Secure Message Center.

### Navigating the Message Center

You can access the Message Center by hoovering over the TOOLS tab, it will appear in the dropdown menu. Next to your profile picture, there will be a letter icon with a green dot. If you hoover over this icon, it will state how many unread messages you have. Clicking on the icon results in you being directed to the Message Center page.

fer & Pay To	ools (	Quick Apply		
NEXT DOOR Up to 4% AF	PY & De	bit Rewards	©	
			e	



### Compose a Message

To compose a new message:

- 1) Click the **Compose** button on the **Inbox** tab of Message Center.
- 2) Select the message **Subject** from the dropdown menu.
- 3) Select the **Account** the message refers to from the dropdown menu.
- 4) Enter the **Message** body and select the **Attach Files** link to attach files to the message.
- 5) Click the **Send Message** button to send the message or click the **Cancel** button to close the New Message window without sending the message.

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THE BEST CHECKING IS RIGHT NEXT DOOR Protection that pays - Up to 4% APY & Debit Rewards	~
Message Center Ø Ø Inbox Sent	
Loan Question	
RE-Loan Question (2) Rest message bet message MARISOL TESTCASE 8/23/2023, 257-22 PM	
Financial Health Test message controls and the second seco	
Continue to work towards your financial graft. You ha Plan for the unexpected. Exability emergency samp Next Step: Theory and device any about -university of a content in the same standard of the same standard	



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### **Respond to a Message**

To reply to a message:

- Select the message thread to respond to. View the messages within the thread.
- 2) Enter a **Message** response.
- 3) Select the **Attach Files** link to attach files to the message.
- 4) Click the **Send** button to send the response.

/ Compose	Loan Qu	estion	
Edit RE: Loan Question ( 2 )	1	Olive Foster Test message	8/23/2023, 2:57:47 PM
/23/2023, 2:57:47 PM est message	1	MARISOL TESTCASE	8/23/2023, 2:57:22 PM
inancial Health /29/2023, 5:04:04 PM core: 55 eep at it: ontinue to work towards your financial goals. You ha lan for the unexpected. Establish emergency savings		Test message MARISOL TESTCASE Message	
ext Step: fps://www.inovafederal.org/about-us/news/index.ht		@ Attach Files You can attach up to 10 files (15 MB tota	a)

### **Message Actions**

You can mark a message thread as unread, read, or delete a message thread.





### Sent Messages

The **Sent** tab allows you to view and delete messages that have been sent.

English   Español	
IN WA	Communication designed just for you
Dashboard Accounts Finan	cial Planning Transfer & Pay <b>Tools</b> Quick Apply
PERSONAL PROPERTY AND A DESCRIPTION OF A	BEST CHECKING IS RIGHT NEXT DOOR tection that pays - Up to 4% APY & Debit Rewards
Message Center	
✓ Compose	Loan Question
Edit RE: Loan Question ( 2 )	Olive Foster 8/23/2023, 2:57:47 PM Test message
8/23/2023, 2:57:47 PM Test message	MARISOL TESTCASE 8/23/2023, 2:57:22 PM Test message
	MARISOL TESTCASE
	Message



# Transfer & Pay

### **One-time or Recurring Transfers or Payments**

**Transfers** allow you to perform both one-time and recurring transfers, as well as loan payments (including payments to credit cards).

- 1) Select the source account from the **From** dropdown menu.
- 2) Select the destination account from the **To** dropdown menu.
- 3) Select the Amount you want to transfer.
- 4) Choose the **Date** (or **Start Date**) you want the transfer to take place.
- Select the Frequency the transfer will repeat on. Select the Ending date of the recurring transfer, if prompted. (Depending on which frequency you chose.) Add memo (optional).
- 6) Click the **Submit Transfer** button.

Make a Transfer Scheduled Activity More Actions Accounts For Account Simply Free Che To Account How Much	~	
From Account • Simply Free Che ******6418 () \$169.04 *	~	
• Simply Free Che *****6418 • \$169.04	~	
When		
Frequency One Time Date 08-23-2023		
Memo		
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	0/20	
Learn more about our Transfer Policy and Limits		
Review Transfer		

You can set up transfers or payments to move funds between account types that have you have ownership of (i.e. primary or joint ownership). Using Make a Transfer tab, you can create any of the following four transfer scenarios:

#### One-Time Immediate Transfer

Create a one-time, immediate transfer by selecting the To Account and the From Account and entering an amount for the transfer. When a transfer is executed, a confirmation screen will appear to confirm the details of the transfer.

#### One-Time Future-Dated Transfer

Create a one-time future-dated transfer by selecting the To Account and the From Account and entering an amount for the transfer. Then, specify a future date as to when that transfer should execute.

#### Immediate Recurring Transfer

Create an immediate recurring transfer by selecting the To Account and the From Account and entering an amount for the transfers. Then, specify the frequency and when *the recurring transfer should end.* 

#### Future-Dated Recurring Transfer

Create a future-dated recurring transfer by selecting the To Account and the From Account and entering an amount for the transfer. Then, specify the frequency and when the recurring transfer should end.



### Memo for Transfers

An optional memo can be added to any transfer. This can be used to enter specific information about the transfer that you may want to record for future reference. This information will be stored and displayed for reference purposes in the **Scheduled** and **History** tab (Activity list on mobile) under the transfer detail.

### **Linking Accounts**

### Linking Accounts within INOVA Federal Credit Union

Create a one-time or permanent link to another user's account to make one-time and recurring transfers to that account. You have the option to link to another user's account using their last name and account number.

### Linking External Accounts for Transfers

To add an external transfer account:

1) Hoover over <i>Transfer</i>	and Pay, then click on Transfers
and Loan Payments. + Add An Account	On this page, select the <b>From</b>
Account dropdown	menu. Then scroll to the bottom
of this menu, then select the Add An Account	t button.

2) Select **Add an Account Manually** from the dropdown menu. The *Add Account* window is displayed.

- 3) Enter an Account Type.
- 4) Enter a **Routing** Number
- 5) Enter an Account Number.
- 6) Confirm the Account Number.
- 7) Enter a **Nickname**.
- 8) Click the **Continue** button to add the account or click the **Cancel** button to close the window.

Add a	ccount	×	Transfer to and from an external account	×
Select an	option below to add a new account		External accounts are the accounts you hold at other banks credit unions.	and
External	account		Account details $^{\odot}$	
ØD	Add an account instantly	>	Account type Checking	~
	Sign in with the credentials you use for your external account.		Routing Number	
Ź	Manually Add Account	>	Account Number	
	Verification can take up to 3 days.		Confirm Account Number	
			Nickname	

The system will send two trial deposits to the account. This process may take up to three business days to complete. Before the account can be added to your profile, you must confirm the value of the first and second trial deposit.



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#### Linking External Accounts for Account Aggregation

Adding accounts from other FIs makes it convenient for end users to view their assets and liabilities in one place. Select the **Settings** under your profile drop down or under the **Tools** tab.

- 1) Select the Accounts tab from Settings.
- 2) Click the Link an External Account button.

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Dashboard A	ccounts Financial Planning	Transfer & Pay <b>Tools</b> Quic	k Apply
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Settings			CC
Profile Security	Contact Accounts Devices		
Profile Security	Contact Accounts Devices		+ Link an External Account
Profile Security Checking	Contact Accounts Devices		+ Link an External Account Reorder Accounts
	Contact Accounts Devices Marisol Checking Checking5704	& Primary Owner	
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Select the **External transfer account** option. If it is your first time, you will see an informational screen to guide you through the step-by-step process.

After the platform displays a success message to confirm the external institution was successfully added, it will begin the process of retrieving account details such as name, balance, or type and reading transactions.

You will see your account details and transactions in the Accounts or Dashboard widgets after sixty seconds or less.





# Bill Pay

### Add a Payee – Business

Within BillPay, click the **Add Payee** button. In the pop-up box, select **Business** and click **Next**. Enter the Name of Business, the Zip Code, select a Default Funding Account, and click the Next button.

### Add a Payee – Person

Within BillPay, click the **Add Payee** button. In the pop-up box, select **Person** and click **Next**. Enter the payee's **Address, Phone Number, Nickname,** and click **Add Payee.** Please note, duplicate payees will only be rejected if the nickname, account number, and address are all the same.

### Make a Payment

The **Make a Payment** tab allows you to schedule single and recurring payments to the selected payee. Once the payment is submitted, you will need to **Confirm** and **Submit Payment**.

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< John		
Make a Payment Manage Ac	tivity	
	nding account from the dropdown, business day that is not a holiday.	
Pay From	business day that is not a noliday.	
Cool Checking ******1265		
•		
Amount		
\$ Amount		
Frequency		
One Time	~	
Start Date		
9/15/2023	E	
5/15/2025		
Delivery Method		
Standard Check	Deliver by 9/15/2023 🗸	
· · · · · · · · · · · · · · · · · · ·		
+ Add Memo		
Funds are typically withdrawn from th	e funding account the day of send-on date.	
Back	Submit Payment	



### Manage Payee Information or Sender Information (Default Funding Account)

In Bill Pay, utilize **Manage** by clicking the **Edit** (pencil) icon in the Payee Information or Sender Information and **Save** the changes. To Delete a Payee, click on the **Delete Payee link** and select the **Delete Payee** button.

### **MultiPay**

MultiPay can be used to pay several payees all in a single transaction, but it can also be used for single payments. The MultiPay tab does not allow you to set up recurring payments (for recurring payments, these must be scheduled in the Make a Payment Tab).

- 1) To pay multiple bills using Multipay, check the checkbox next to the payee name.
- 2) Under Selected Payees, select the appropriate account to **Pay From**, enter the **Amount**, and select the **Date** to *Deliver by*.
- 3) After this is completed, you will receive an option to cancel or **Confirm Payment**, and a Multi Factor Authentication (MFA) verification may be required.

### Scheduled

You can manage scheduled payments and recurring payments in both the desktop and mobile view. This includes both future-dated scheduled payments, as well as in progress payments.



### **Desktop View**

The end user can use the desktop view to see an additional calendar with a monthly total, as well as a three-month outlook of scheduled payments.

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My	Sc	hed	uleo	d Pa	aym	ents													Filte	er 🗸
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24	25	26	27	28	29	30	29	30	31					26	27	28	29	30		
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The scheduled payments list shows **in progress payments** with an **In Progress** indicator. The current month calendar view summarizes the total of the **remaining payments** left in the month. Any past payments display on the history tab. While an end user can filter on Account or payee and see filtered totals, the calendar filter does not affect the calendar summaries displayed at the top of the page, only the list underneath.



### **Mobile View**

Mobile combines scheduled and historic payments onto one dashboard, which acts as the landing page for end users when they open the **Bill Pay** widget. A collapsed drawer shows the number and total of scheduled payments by default. End users can tap the drawer to expand it. They can also tap individual payments in history to expand details about specific payments.



Mobile - Scheduled payments and history display

### **Manage Single Payments**

End users can view, delete, and edit single payments in both desktop and mobile. They cannot edit payments that are already in a processing state.

### **Cancel Single Payments**

End users can cancel a single payment on both desktop and mobile. The end user experience is

similar on both channels. On the desktop, click **delete** icon to cancel a scheduled payment. On mobile, tap **Cancel this payment** to cancel a scheduled payment.



### **Edit Single Payments**

End users can edit single payments in both desktop and mobile, but desktop offers a few more

options. In Desktop, click **edit** to edit the **Amount**, **Deliver by** date, and **Payment Memo**. On mobile, tap **Edit amount** to edit the **Amount**.

### **Manage Recurring Payments**

End users can view, delete, and edit recurring payments in both desktop and mobile. They cannot edit payments that are already in a processing state.

### **Cancel Recurring Payments**

When canceling a recurring payment, end users can cancel the next payment in the series or the entire payment series. The **Cancel Next Payment** option is unavailable if the next payment cannot be canceled.

In Desktop, click delete to cancel a recurring payment. The end user can cancel the next payment or cancel all payments.

On mobile, tap **Cancel this payment** to cancel a recurring payment. The end user can delete the next payment or delete the entire series of payments.

### **Edit Recurring Payments**

End users can edit recurring payments in both desktop and mobile, but the desktop channel

offers a few more options. In Desktop, click **C Edit** to edit the **Amount** and **Payment Memo**. Edits made to recurring payments impact **all** payments in the series. On mobile, tap **Edit Amount** to edit the **Amount**.



### **History Tab**

To view their payment history, end users can click the payment **History** tab in Desktop or tap **History** on their mobile device.

Bill	Pay Dashboard M	ultiPay Scheduled History	
My I	Payment Histo	bry	Filter 🗸
DELIVE	R BY 🖨 🛛 AMOUNT 崇	TRANSACTION DETAILS	ē
OCT 12 2018	\$1.02 Rush Electronic	Verizon *3456 Confirmation # QB2BXZMI	SUCCEEDED V
OCT 12 2018	\$4.00 Standard Check	Business 11.20 *-XXT AUTOPAYMENT Confirmation # EBGBWZXI	SUCCEEDED V
OCT 02 2018	<b>\$0.25</b> Standard Electronic	AT&T Mobility11 *7251 Confirmation # YB5BVZLI	SUCCEEDED V
SEP 28 2018	\$2.00 Standard Check	Biz test1 *8888 Confirmation # 2BGBWZXI	SUCCEEDED V
SEP 28 2018	\$4.00 Standard Check	Business 11.20 *-XXT AUTOPAYMENT Confirmation # 3BGBWZXI	SUCCEEDED V
SEP 28 2018	\$5.00 Standard Check	Business 10.24 *3456 AUTOPAYMENT Confirmation # DBGBWZXI	SUCCEEDED V
SEP 28 2018	\$1,000.00 Standard Check	American Express Credit Cards111 •7777 Confirmation # 8BWB1ZLI	CANCELLED V
SEP 27 2018	\$1.02 Standard Check	Biz Test 09-18 *5552 Confirmation # NBEBYZXI	SUCCEEDED V
SEP 26 2018	<b>\$1.98</b> Rush Electronic	Verizon •3456 (AUTOPAYMENT) Confirmation # ZBPBYZXI	SUCCEEDED V

Desktop - Payment History tab



Mobile - Payment History screens

### **Check Image**

To view images of their check payments, end users can go to the payment **History** tab and click the transaction they want to see the image for, and then click **View Check Image**.



## **Check Services**

Check Services should allow you to stop a payment, reorder checks and withdrawal checks.

### **Stop Payment**

To place a stop payment request:

1) Click the **New Stop Pay Request** button, and the *Add a Stop Payment Request* window will display.

Check Services	e
Stop Payment Reorder Checks	
Stop Payment Requests	New Stop Pay Request

- 2) Click the **Account** dropdown menu and select the account to place the stop payment on.
- Enter the Check # to place the stop payment on.
- 4) Enter the **Amount** the check was written for.
- 5) Click the **Search** button to search for transactions that have cleared the account selected and match the transaction details entered.
- 6) Enter the **Payee Name** the check was written to.
- 7) Check the **I Agree** checkbox to acknowledge the *Stop Payment Policy.*
- 8) Click the Submit Request button to submit the stop payment request or click the Cancel button to close the Add Stop Payment Request window without submitting the request. A message will display indicating the stop payment request was successful. Stop Payment requests that have been placed will display on the Stop Payment tab.

Add Stop Payn	nent Request	×				
Account *	Select Account					
Check Number	Range					
Amount	Amount must match check amount for s payment to be applied.	top				
Search for matching transactions before stopping payment.						
		earch				
Payee Name						
Reason	Select Reason					
	and clicking <i>"Submit Request"</i> , I acknowledge t o the <u>Stop Payment Policy</u> .	nat I				
I Agree						





### Reprder Checks

Reorder Checks is used to submit requests for checks.

1) You will be prompted to select an appropriate **account** if multiple qualifying accounts are found.

Check Services				
Stop Payment	Reorder Checks			
Reorder Checks				
Choose An Account *	Select Account	~		
			Next	

2) Select **Order Checks** once the appropriate account has been selected.

Check	Services	Ľ	E
Stop Payment	Reorder Checks		
Order Checks			
	online by selecting "Order Checks" below. You'll need a checkbook from your previous check order to complete the process. If y please send us a secure message by selecting "Ask a Question" below.	rou have	
Back	Ask a Question or Order	Checks	

- 3) After selecting Order Checks, an additional window will open. If you have not previously used this feature to reorder checks, you will be prompted to enter the next starting check number for your order.
- 4) Enter the number of boxes.
- 5) Once the information is filled in, select **Reorder Checks.**



# **Mobile Deposit**

The ability to make a remote deposit is currently available in the downloadable mobile app. After

signing into the mobile app select Deposit at the bottom of the screen.

On the Deposit Check screen, select the account from the drop-down that you would like to deposit into.

	Deposit Check	×
DEPOSIT ACC	COUNT	
select ac	count	~
Health	*****6028	
Membe	rip Two *****0000	
Membe	rship *****0341	

Deposit Account Selection

After making your account selection you will need to take a picture of the front and back of your check. On the Front Check Image screen, you have an option for the picture to be taken automatically (Auto) or manually (Manual). Select the preferred option to take the picture.

FRON	T CHECK IMAGE ⊽		Auto	Manual	× × □
	ROBERT A. WILLIAMS MARY J. WILLIAMS 101 PARK PLACE YOURTOWN, USA 12345 Pay to the Order of Your name he		Date	1234	1
	Ten and 00/10 For 	 <b>Robert Will</b>		8	/

Place check on dark surface, align to fit within viewfinder

(i) Cancel

Front Check Image Screen Selection



After successfully taking the front image of your check you will be prompted to take the back image of your check. On the back of the check write, MOBILE DEPOSIT ONLY AT IFCU, include your signature and check box (if available) identifying the check as a Mobile Deposit.



#### Back Check Image Screen Selection

After successfully taking an image of the front and back of the check and there are no errors with your deposit you can click SUBMIT. After submitting your check will be sent for review.

	Deposit Check	×
DEPOSIT ACCC	DUNT	
Health ***	***6028	$\sim$
Deposit limit \$2,	000	
CHECK 1 OF 1		
TAK	E PHOTOS	DELETE
Test Tell Doll (1998) Icunet.com	09/21/23	f check D.00 Test-
Check Amo	unt	\$10.00
✓ No Error:	5	
TOTAL DEPOSI	T: 1 CHECK @ \$10.00	
TISTON OF THE PARTY OF THE PART		
+ ADI	D CHECK	SUBMIT

Deposit Submission Screen



After the review has been completed you will receive an email indicating that your check was processed and will be available.

Deposit Reference #371736 has been accepted.

You may email cashmanagement@inovafcu.org or call (800) 826-5465 if you have any questions.

Sincerely,

Cash Management Department INOVA Federal Credit Union

Deposit Accepted Email