Mobile Banking FAQ's

What is mobile banking?

Mobile banking is a service that allows you to perform banking transactions from your mobile device.

Is there a charge to use mobile banking?

No. Directions Credit Union mobile banking is free and available to all Directions Credit Union members.

What devices can be used with mobile banking?

iOS and Android devices are able to use the Directions mobile banking app. This includes, but is not limited to, iPhone, iPad, Android-enabled tablets, and Android-enabled smartphones.

How do I sign up for mobile banking?

Simply download the Directions mobile banking app for your iPhone or Android device to get started.

How do I log into mobile banking once the application is on my device?

You will need to set up a username and password to log into the mobile banking app.

If I have two membership accounts with Directions Credit Union, can I access both accounts with one device?

Yes.

Can I use multiple mobile devices to access mobile banking?

Yes. Just download the app to that device.

Are my mobile transactions secure?

Yes. Directions Credit Union ensures the protection of our members' accounts. Our mobile banking service requires an account login and password from your mobile device. In addition, the service requires account log in and authentications to ensure that unauthorized devices are not connected and to safeguard our members' accounts from fraudulent activities.

Does any of my account information reside on my phone?

No, Directions Credit Union mobile banking service only allows you to access your account through a safe and secure wireless transmission using the application that was downloaded to your device. Your account information is not stored on your mobile phone.

What if my phone is lost or stolen?

If your mobile phone has been lost or stolen, contact us at 1-888-508-2228 so we can freeze your online access.

What is the difference between the mobile app and mobile web?

Mobile web allows the mobile user to access the Internet from the browser on their phone. Mobile applications do not use the phone's web browser to function.