

TEXT BANKING

WHAT IS IT?

Text banking is a service that allows you to text specific commands and receive an automated response with the answer.



How to Enroll:

1. Log in to your Home Banking.
2. Click on the Profile icon (Full Home Banking) or 3 lines (Mobile App).
3. Choose Profile and Settings.
4. Scroll down and view the menu on the left side of the screen (Full Home Banking) or choose E-services (Mobile App).
5. Click on Text Banking.
6. Select "Add Mobile Phone."
7. Agree to the Terms & Conditions.
8. Enter the phone number you wish to enroll.
9. Click continue.
10. You will receive a text from 309-220-8801 with an access code to complete enrollment.
11. Enter in the access code and click submit.
12. You will then receive another message with the menu options.

TIPS:

- Only one account can be enrolled per cell phone number. Enroll the primary account you wish to use Text Banking for.
- Multiple cell phone numbers can enroll in text banking for the same account.
- When texting the number, you will type the command + S (Share) or L (Loan) and then the suffix number of the account you're inquiring about. Suffixes are the sub-accounts on your account (Savings, Checking, Loans, etc).
- Where to find suffix numbers:
 - Log into Home Banking. Click the share you want the suffix number for. Click on the "I" icon for more information.
 - Type = suffix number you will use.
- Visa Suffix = CC + last four digits
 - Ex. CC1234

AVAILABLE COMMANDS:

- B = Account Balances
- B Suffix = Balance on specific suffix (Ex. Text BS200 or BL1)
- H = Most recent transaction
- H Suffix = Most recent transactions on a specific suffix (ex. Text HS200)
- Stop or Cancel – Removes the phone number from Text Banking. Blacklists the phone number so no messages will be sent again. The member must text "start" to whitelist the phone number, then re-enroll for Text Banking in Home Banking.
- T = To transfer from account to account and amount (ex. T S100 S200 100.00)
- MENU - List of available commands
- Unsubscribe – Removes the phone number from Text Banking, blacklists the phone number so no messages will be sent again. The member must text "start" to whitelist the phone number, then re-enroll for Text Banking in Home Banking.
- Start – If the user has entered, stop, cancel or unsubscribe previously, they must enter "start" to re-enroll. If they do not, the member will never receive a text message from Text Banking.

RESOURCES

www.itsmycu.org

