

## Secure Forms

The following forms are available through *WEST*consin Online and the Mobile App:

- ✓ **Credit and Debit Card Travel Form**  
Submit this form to notify *WEST*consin of travel plans.
- ✓ **ACH/Direct Deposit Form**  
Provide form to your employer to set up direct deposit or anyone needing to regularly debit your account, like a landlord.

## Shared Access

Grant access to your account to anyone you trust (aka a subuser) while maintaining control by assigning account permissions. A subuser will receive their own username and secure password.

## Text Banking\*\*\*

Access your account information from your cell phone by sending text messages. Get account balances, view recent transactions, or transfer funds with simple text commands!

Once your mobile device is registered with *WEST*consin Online, text any of the below commands to 454545, and receive a text message response in seconds:

**BAL** (primary account balance)

**BAL CHK** (balances of all checking accounts)

**BAL SAV** (balances of all savings accounts)

**BAL ALL** (all account balances)

**TRANS** (AMT) (transfers funds to primary account)  
example: TRANS 400

**LAST** (last 5 trans on primary account)

**STOP** (unenroll from service)

**HELP** (send info on the commands, how to use)

\*\*\*Standard text messaging charges apply.

### For Your Safety

*WEST*consin Credit Union will never contact you by phone or email to ask you for personal or financial information. Contact our Service Center at **(800) 924-0022** to verify the validity of the inquiry.

### Other Questions

If you experience any issues or have additional questions, visit [westconsincu.org](https://westconsincu.org) or call **(800) 924-0022**.

[westconsincu.org](https://westconsincu.org)



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# Digital Account Access

*WEST*consin Online and Mobile App

**WESTconsin**<sup>®</sup>  
CREDIT UNION


## Getting Started

### New User Login & Registration

Visit [westconsincu.org](http://westconsincu.org) or download and launch the **Mobile App\***

1. Click **Enroll Now** or tap **Sign Up in the Mobile App**
2. **Complete Registration Form**
  - ✓ Create username and password
  - ✓ Enter registration information
3. **Verify and Confirm Contact Information**
  - ✓ Confirm phone number to receive a one-time verification code
4. **Success!**



 Online and Mobile banking interactive demo available on our website

### Settings

Manage your WESTconsin Online and Mobile App experiences by accessing My Settings. Easily update account information such as address, phone number, or email address, or customize your alerts and notifications. Account alerts and notifications may include low/high balance, large deposits or withdrawals, check clearing, and more!

**Quick Balance** is a tool that allows you to review specified account balances and recent transaction from a widget on your phone or the login page of the Mobile App without logging into your account.

### Account Balances | Transfer Funds

View account balances, completed and pending transactions, transfer funds, make loan payments—all in a few clicks. Facilitate and review one time or recurring transfers between savings ID and linked accounts, and easily complete a Member to Member transfer by adding any WESTconsin Credit Union member as a recipient through WESTconsin Online or the Mobile App. Download your account history, available in a format compatible with QuickBooks or Quicken!

If you prefer to pay your WESTconsin loan using funds from another financial institution, you can even set up recurring payments from the other financial, so you never miss a payment!

\*Carrier fees may apply.

\*\*Mobile Deposit is available for devices that support the latest version of our Mobile App. Our Mobile App is downloadable through the App Store or Google Play.

### Bill Pay

A fast and easy way to pay your bills.

- ✓ Schedule one-time or recurring payments
- ✓ Categorize your bills for easier budgeting
- ✓ View payment history and check copies
- ✓ Receive eBills from any company capable of online invoicing

**Note:** You must have a qualifying checking account

### eStatements

An eStatement is an electronic version of your monthly statement, mortgage statement, tax forms, notices, and forms.

- ✓ Retain up to 7 years of eStatements
- ✓ Faster retrieval of your monthly eStatement
- ✓ Receive your end of the year tax forms electronically; notification sent when available

### Apply for a Loan

Login to quickly and securely apply online for any of the following loans: Personal, Credit Card, Mortgage, and Business.

### Credit Card Access

- ✓ Activate your Card
- ✓ Create or change your PIN
- ✓ View recent activity and eStatements
- ✓ View and redeem your reward points
- ✓ Schedule a payment from a checking or savings account from any financial institution
- ✓ Dispute transactions

### Mobile Deposit\*\*

Deposit checks on the go. Skip the trip to an office—login to the Mobile App. It's fast, simple, and secure.

### Money Management

Money Management helps you view all your accounts and transactions in a single location—including those from other financial institutions. This is a great tool to assess your spending and help you budget.

### Debit Card Control

Temporarily deactivate your card if it is misplaced, and reactivate it once found! With Card Control, you can determine where your card is used, manage ATM transactions, restrict foreign transactions, and more.

### Zelle®

Zelle® is a fast, safe and easy way to send money directly between almost any checking or savings account\*\* in the U.S., typically within minutes\*. With just an email address or U.S. mobile phone number, you can send money to people you trust, regardless of where they bank\*.

\*U.S. checking or savings account required to use Zelle®. Transactions between enrolled consumers typically occur in minutes and generally do not incur transaction fees.

\*\*Members can only use Zelle® at WESTconsin to send a transaction if they have an eligible checking account.

### Digital Wallet

Add your WESTconsin Credit Union credit and debit cards to Apple Pay, Samsung Pay or Google Pay to make online, in app, and in-store checkouts faster and easier. Paying with your digital wallet comes with the same rewards, benefits, and protections that come with using your card.

- ✓ Your card information is never stored on your device or shared with merchants.
- ✓ Quick online payments with pre-filled information so you can speed through checkout.
- ✓ Extra security provided by smartphones where fingerprint Touch ID or Face Recognition can be used to authorize transactions.

### Add to Your Membership

Add an additional product, such as a savings, checking or certificate to your existing account, or open a new Membership account with us.

 For more information, FAQs, and tutorials, visit [westconsincu.org](http://westconsincu.org).