

Multi-Schools Federal Credit Union Digital Banking Frequently Asked Questions

How do I reset my Digital banking password?

Go to the home banking login screen and click “forgot your password” to reset your password.

Please note: You must have access to the email used for enrollment. If you do not have access to that email or have been locked out, please contact us so we may reset you.

How do I reset my username?

If you have forgotten your digital banking username, please contact us for assistance. Or login to your account and go to profiles and click on reset user name.

How do I edit an alert?

In the Alerts section, choose the alert you wish to edit from your list of alerts. Click through the “edit alert” screen to change your alert settings. You can also choose “delete alert” in the bottom-left corner to remove the alert completely.

How often will I receive my alert notifications?

Alerts will be sent multiple times per day. If you have opted to receive text-notifications, your alerts will come from a 10-digit phone number and will always include our email and name at the top of the message.

If you doubt the authenticity of an alert you receive, verify the alert is one you set-up in your digital banking.

Why do I need to write down my transfer confirmation number?

Your CU does not have the ability to look up transfer confirmation numbers; however, we can contact our digital banking provider on your behalf if you saved the confirmation number.

How do I transfer to another account number within Digital banking?

If you wish to view another account that you are a joint owner on within the same digital banking login, we can manually link your accounts for you. Please send us a secure message with the account number you wish to link within digital banking. or contact the credit union.