

Mobile App FAQ's

How do I download the app on my apple device?

Open the App Store; click the magnifying glass to search; enter AlaTrust Credit Union; click +Get and the download process will begin

How do I download the app on my android device?

Open the Google Play Store; in the search box enter AlaTrust Credit Union; once the app appears click free; then click install and the download process will begin

How do I access the main menu?

The main menu ☰ is located in the upper left hand corner.

Did my login information change?

No. You will continue to login using your 6 digit account number or username (if you've changed it) and password

I am not signed up for online banking, how do I sign up?

When you log into the app for the first time, your username will be your 6 digit account # and your password will be the last 4 digits of the primary account holders social security number. You will then be prompted to create a new password and set up a series of security questions. Once you have completed this process you will be able to use the same credentials on your computer.

How do I transfer from one suffix to another?

From the main menu click the transfer tab; click account transfer and select the from: & to: suffixes; enter the amount and click submit.

Can I transfer funds from my account to another member's account?

Yes. From the main menu click the transfer tab; click member transfer; select the from: account; enter members account #; enter amount; click submit *S or L must be in front of the suffix number* (ex. S100 to transfer to a members savings or L1 to transfer to a members loan)

What is the comment box used for?

It allows you to document transfers for your records.

Can I schedule a weekly, semi-monthly or monthly transfers without contacting the Credit Union?

Yes. From the main menu click the transfer tab; click scheduled transfer; enter required information and click submit.

Can I see if a payment is pending on my account?

Yes. To view pending payments from the main menu click the transfer tab and click pending ACH transfer. Any pending payment(s) will appear in this section.

Can I view my e-statements the same way I did in the browser?

Yes. To view e-statements from the main menu click the Online Service tab and click e-statements.

Did bill pay change?

No. Bill pay remained the same.

Money Desktop icons overlap, why is that?

The providers of Money Desktop are currently working to resolve this issue.

What are member alerts?

Alerts are used to notify you regarding transactions on your account. You can set up alerts for various reasons. (ex. checking balance is below \$100, loan payment is due, check 105 cleared, dividend posted, etc.)

How do I request a check to be mailed to me?

From the main menu click the Online Service tab; select check withdrawal; enter amount and click submit. You should receive the check within 2-3 business days. Any check requested over the weekend can take up to 3-5 business days to arrive.

Can I update my information (phone number, address or email) on the app?

Yes. From the main menu click the Member Service tab and make any necessary changes.

How do I send money via PayPal?

From the main menu click the Send P2P tab; select payment; click add new favorites (to add people to your favorites list) or click transfer (to enter a one time PayPal.me link) ; enter the amount and click the orange PayPal Pay Now button

Do I need to have a PayPal account to send money?

No. You will need the PayPal information of the person you are sending money to.

Who can I send money to via PayPal?

You can send money to anyone who has a PayPal account. You can add up to 5 favorites but you are not limited to how many people you can send money to.

What information will I need from someone to send them money via PayPal?

You will need their paypal link. (ex. paypal.me/johndoe)

When will the PayPal payment be deducted from my account balance?

It takes 24-48 hours for the transaction to clear.

When I click get directions on the map, the GPS doesn't route me to the destination, why?

Google will not allow it. Please use the navigation app you have on your mobile device.

Where can I find co-op shared branch locations?

Locations can be found at www.co-opcreditunions.org or by downloading their mobile app (check your app store)

After viewing quick balances, how do I get back to the login screen?

Once you have reviewed your quick balances; click on the black quick balances banner and it will return to the login screen.