

How to Use **Flexteller...powered by Mobicint**


Introduction

Flexteller...powered by Mobicint is the latest version of our secure online banking system which allows members to manage their accounts at Tri-Town 24 hours a day 7 days a week. Members can check balances, view histories, transfer between accounts, print statements and much more. The system is easy to use and is used as a portal to other online services. All transactions are done in “real time”, so your accounts are instantly updated.

Logging on

To logon go to our webpage at <https://tttfcu.org/index.html>. This is our secure website. Please bookmark it. Logging on requires your **account number** and a **password** which is obtained by contacting the CU office. You will be assigned an initial temporary password which must be changed at your first logon. Records of passwords are not available to CU personnel. If forgotten, please call us at (203)227-8511 to have your password reset. In addition, you must enter **the last four (4) digits of your social security number** for added security.

The **logon screen** is at the top of our home page. When you enter the required information you will be taken to the “Shares and Loans Summary” screen (if this is your first time logging on, you will be forced to change your password first).

Top left of the page you will see 3 lines that signify the menu. 

Shares Summary

From this screen you can see all your account balances, both shares and loans. **If you have multiple accounts with us;** select a different account by clicking on the menu (on the top of the page), to the left of the word—**ACCOUNTS**. Then click on your name and the last four (4) digits of your account number - then you will see other accounts you can select to view those account numbers and the summary of suffixes under that account number. To view an account suffix history simply click on the name of the account (i.e. Regular Shares) and the current month’s history will appear. To view prior months click on the word “Filter” on the top right hand side or click on the arrows, top left, surrounding the current month and year, to advance or go back a month.

More information is signified by 3 dots:

Click on the dots to view options available to you



Site Navigation

The menu will point you to three general areas of interest: **Accounts**, **Services** and **User Profile**; each with sub-headings that are self-explanatory. It is best if you go into each sub-category and determine how each will help you understand your accounts.

For example, under **Services** you will see **Loan Application**. When you click on Loan Application you will be taken to all the online Loan options available under loan applications. You will see that there is a handy loan payment calculator (just to the left) that will allow you to calculate approximate loan payment amounts based on different interest rates and payment terms for the amount you wish to borrow.

Under **Accounts**, you will see several options. **Transfers** is a popular feature that allows you to make transfers of funds between your Credit Union accounts. In addition, if you have set up **External Transfers**, you will be able to initiate transfers to or from another financial institution.

Under **User Profile** you will be able to manage/update your home address and your personal information, such as your email address, your password on FlexTeller and how your account is displayed. You can enter and update devices (smart mobile devices-iPhones, Androids and tablets) that you use to log in to FlexTeller. This is important to review and update if there are any changes to your addresses or devices that you use to log in to view your accounts.

EAlerts Manager: We ask you to be especially mindful of options for **EAlerts** under **Services**; that will notify you of any changes to your accounts and keep you abreast of activity (based on how you set up the EAlerts). Please look at what is available to you and set them up. We need your **help to identify fraud** and help us deal with it quickly and efficiently should your account be compromised.

If you have any questions, please give us a call at (203) 227-8511 or Toll Free at (877) 315-8480, during business hours. This more intuitive online banking system should be easier to use and hopefully give you more control over your accounts--**24/7/365**.

MOBILE APPS: To make remote deposits please use our mobile app, obtained from the Apple App store or the Android google play store and search for **TTFCU**.