

# P&S CREDIT UNION HAS ANOTHER BRANCH AND IT FITS IN THE PALM OF YOUR HAND!

The TouchBanking App lets you check balances, transfer and send money, or pay bills\*, anytime that you want.

*\*Must be enrolled in Online Bill Payment to pay bills.*

Start mobile banking straight from your smartphone today.

## DIRECTIONS

- ✓ Open the App Store on your smartphone.
- ✓ Search for the TouchBanking App and download.
- ✓ Activate with the code: **GoMobile1215**.
- ✓ Use your Virtual Branch logon ID, security code and questions.
- ✓ Enjoy managing your account anywhere, anytime!



**Can't find the app?** Just sign up for the service from within Virtual Branch Online Banking:

- ✓ Login to Virtual Branch Online Banking.
- ✓ Click on the "Self Service" tab.
- ✓ Click on the "Mobile Money" link.
- ✓ Enter a phone # to receive a direct download link.

**Don't have a smartphone?** Sign up for our Mobile Money text messaging or text alert applications. Simply login to Virtual Branch Online Banking and follow the set of instructions above. Toggle "text banking," "alert messaging," or both, prior to proceeding.

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**TouchBanking App**  
powered by Fiserv





# TouchBanking App powered by Fiserv

## FAQ

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### What is TouchBanking?

TouchBanking is a mobile banking and payments application you can use to access your account information quickly and easily from your iPhone or Android. With P&S Credit Union, you can use TouchBanking to:

- Check your account balances
- Review recent account activity
- Transfer money between accounts
- Pay bills (must be enrolled in online bill payment to pay bills)
- Pay people
- Change and cancel pending payments

### How do I download and activate TouchBanking on my smartphone?

You can download the app directly from the App Store or Google Play. You must already be registered for P&S Credit Union's Virtual Branch Online Banking as you will need your established Logon ID and security code to log into TouchBanking once downloaded. You will also need P&S Credit Union's App Code (**GoMobile1215**) to activate the app on your device. You can also find the App Code in the mobile banking section of Virtual Branch Online Banking under the "Self Service" tab and "Mobile Money."

### Is TouchBanking secure?

To ensure the safety and privacy of your account information, we incorporate multiple security features in TouchBanking:

- All transactions are encrypted
- You must authenticate every interaction with TouchBanking
- No personal or financial information is stored on your phone

### Can I use TouchBanking on my tablet?

TouchBanking is currently available for smartphones only.

### Can I use TouchBanking on an older model iPhone?

If you have an older iPhone model, such as a 2G or 3G, you will not be able to update to this latest version. If your financial institution supports it, however, you may be able to still use all the latest features by registering for the mobile browser channel through your financial institution's online banking site.

## Why is the application asking permission to access some of my phone's functions?

In order to enable some of features available through TouchBanking, the application may need to access the following on your mobile device:

- **Location services** – So TouchBanking can return ATM/Branch search results that are relevant to your current location
- **Camera** – So that you can use the Mobile Check Deposit feature (not currently available with P&S Credit Union)
- **Contacts** – So that when using the Popmoney person-to-person payments feature you can easily select a contact from your device to pay

Some of these features may not be enabled for you right now, but may be added in the future.

## I keep getting errors when I attempt to log into TouchBanking. What should I do?

P&S Credit Union requires security questions/answers, so make sure that you have set these up in online banking. If you have set them up and are still having problems, refresh or reinstall the app:

### For Android devices:

1. Go to the mobile banking section of your Virtual Branch Online Banking and get the App Code (Self Service > Mobile Money > My Devices > Add New Device).
2. On your device, open **Settings > Apps**. (The menu name might be different depending on your device.)
3. From the list of applications, tap **TouchBanking**.
4. Tap **Clear data** to remove all registration information.
5. Run TouchBanking and re-register your application.

### For iPhone devices:

1. Go to the mobile banking section of Virtual Branch Online Banking and get the App Code (Self Service > Mobile Money > My Devices > Add New Device).
2. On your device, uninstall TouchBanking.
3. Re-download TouchBanking from the App Store.
4. Run TouchBanking and re-register your application.

## Who is Fiserv?

Fiserv is the company that powers online banking and bill pay for thousands of institutions and consumers nationwide. You may not recognize the Fiserv name, but if you use online banking and bill pay, chances are you already use a service that comes from Fiserv.

- [Click to learn more about Fiserv.](#)
- [Click to preview the TouchBanking App from iTunes.](#)

## How can I learn more or about your Mobile Money Text Alerts and Text Messaging?

Fiserv has listed a complete FAQ regarding mobile banking, including references to Mobile Money Text Messaging, Text Alerts and the TouchBanking App. Please visit the mobile banking section of Virtual Branch Online Banking and click on the FAQ link. ((Self Service > Mobile Money > My Devices > Add New Device)