Access to Rutgers Federal Credit Union’s online banking, bill payment, and mobile app will be unavailable beginning on Wednesday, December 13, 2023 at 5:00 PM until approximately 10:00 AM on Thursday, December 14, 2023. Follow these steps to get started with our improved online and mobile banking platform:

CURRENT ONLINE BANKING USERS

1. You will be using your **same username** when logging in for the first time. The password will be the **last six (6) digits of the primary account holder's social security number**.
2. You will be prompted to create a new password (when asked for your current password, please enter the last six digits of your social)
3. Set up your new security questions
4. Select a phone number to receive a code via text or phone call to validate.
5. Enter the verification code
6. Accept the terms and conditions

MOBILE APP USERS

To enjoy all the benefits of our new app, please visit the app store to upgrade to the latest version of the Rutgers Federal Credit Union app.

If members did not use Online Banking on their PC, they will have to re- Self Enroll.

HOW TO UPGRADE:

1. Visit your device's app store:
	* For iOS devices, go to the Apple Store
	* For Android devices, go to Google Play Store
	* For other devices, follow the instructions applicable to your platform.
2. Search for "Rutgers Federal Credit Union" in the search bar.
3. Once you locate the app, click on the "Update" button. If you do not see an "Update" button but rather an "Open" button, it means you are already using the latest version.
4. Follow the on-screen prompts to complete the installation.

FIRST TIME ENROLLERS

1. Setup access with your **Member Number**, **primary account holder's social security number, primary account holder’s date of birth and email address** to validate your account.
2. You will be prompted to select a username and password
3. You will now be prompted to login with your new username and password
4. Set up your new security questions
5. Select a phone number to receive a code via text or phone call to validate
6. Enter the verification code
7. Accept the terms and condition

Questions? Please call us at 866-960-2403 or email us at info@rutgersfcu.org.