

Our lobbies are temporarily closed, but you can bank with NavyArmy 24/7 through Online/Mobile Banking.

## Top 10 Frequently Asked Online/Mobile Banking Questions

**Q1: How do I access Online Banking?** A: Go to [www.navyarmyccu.com](http://www.navyarmyccu.com). Click on the yellow LOG IN button in the right-hand corner of your screen. It is recommended that you enable pop-up windows in your browser for optimum functionality. If you are not enrolled in Online/Mobile Banking, you can do so by clicking ENROLL PERSONAL at the bottom of the screen.

**Q2: How do I reset my Password?**

A: On the Login page, click "FORGOT YOUR PASSWORD?">Enter your Login ID>SUBMIT

**Once you are logged into Online/Mobile Banking...**

**Q3: How do I update contact information on my account?**

A: Click on SERVICES>UPDATE CONTACT INFO>Follow the prompts.

**Q4: How do I make a "principal" payment on my loan?**

A: Select the loan tile. TRANSACTIONS>LOAN PAYMENT>Follow the prompts.

**Q5: How do I make a regular payment to my Credit Card, Loan or Mortgage from my NavyArmy Account?**

A: MENU>TRANSACTIONS>LOAN PAYMENT> Follow the prompts.

**Q6: How do I add external accounts to transfer to another bank or credit union?**

A: MENU>SERVICES>ADD EXTERNAL ACCOUNT>Follow the prompts.

**Q7: How do I make a Mortgage Payment or Credit Card Payment from an External Account?**

A: Mortgage Payments: go to [www.navyarmyccu.com](http://www.navyarmyccu.com); Click on LOAN PAYMENTS button>PAY HOME LOANS>LOG INTO HOME LOAN SERVICE CENTER

A: Credit Card Payments: Log into Online/Mobile Banking. Click on the Credit Card tile, you will be routed to PSCU. Then select the option to make one time or recurring payment.

**Q8: How do I set up an Alert for deposits, withdrawals, etc.?**

A: MENU>SETTINGS >ALERTS>NEW ALERT>Follow the prompts.

**Q9: How do I set up a "Travel notice"?**

A: MENU>MESSAGES>NEW MESSAGE>TRAVEL NOTIFICATION>Follow the prompts.

**Q10: How do I view my eStatement?**

A: MENU>TRANSACTIONS>STATEMENTS>Follow the prompts.

