

How to use CU Hawaii's Mobile Deposit

1. Go into Mobile Banking through the downloaded Mobile App on your phone
2. Log in to Mobile Banking with your Member ID and Password.
3. The Menu Screen will appear. Select Mobile Deposit.
4. The next screen will show you which accounts are available to receive the check image for Remote Deposit Capture. Select the account that will be receiving the deposit image by tapping on it. A pop-up will ask for the deposit confirmation. "Do you wish to make a deposit to the account named "MEMBERSHIP SAVINGS"? Click "OK" or "Cancel". If you click "Cancel" you will be taken back to the accounts available to receive the check image for Remote Deposit Capture. If you click "OK", you will also be asked to read and approve the End User Agreement. The End User Agreement will only appear the 1st time you use Mobile Deposit.
5. When you select "OK" for the account you want to deposit to, a screen will appear for typing in the amount of the check to be deposited. You must enter the amount of the check, before you will be allowed to take a picture of the image.
6. Click on the [TAKE PICTURE] button to take a photo of the Front Check Image. If you forget to type in the check amount, an "Amount Not Entered" message will pop-up. Click "OK" and go back to enter the amount then take the picture of the front of the check by centering the image in the photo box before taking the photo.
7. A snapshot of the check image will appear on your phone. You can lighten or darken the image with the "lighten/darken" slider in the middle of the screen. If the image is good, click on the check mark to save. If the image does not appear to be good, you can delete it by pressing on the trash can icon on the screen, and then take a new photo.
8. On the back of the check, sign/write "**For remote deposit only to CU Hawaii FCU**" and your signature before taking the picture. Click on [TAKE PICTURE]. Center the image in the photo box, then take the photo. You will take a picture of the front and then the back of the check.
9. Once all photos have been taken click the [SUBMIT] button on the bottom of the screen.
10. The image will be submitted and you will get the Held for Review pop-up message.
11. You can go to history and see the checks that have been submitted and click on the PDF icon to view an image of that check. You will see the front and back of that check.
12. You can go to the menu bar and click on Review. This will show all of the checks in the cue that are waiting for approval. If you click on the [EDIT] button a [DELETE] button will appear by each check. When you see the [DELETE] button you can remove that check from the deposit cue. If you click on the [DELETE] button you will get a "Delete deposit (with tracking #)?" message. You can click either "CANCEL" or "YES". To get out of the [DELETE] screen, simply click on the [EDIT] button again and the [DELETE] function will go away.
13. You can always go back to the deposit function by clicking on the camera on the top menu bar.