



My TCCU Cards App Frequently Asked Questions

Q: What can I do using My TCCU Cards?

A: My TCCU Cards protects you by allowing you to turn on/off your TCCU credit and debit cards. You can manage both cards, set alerts, restrict transactions, make credit card payments and report disputes all in the convenience of a single app.

Q: What operating systems are supported?

A: The latest version of iOS and Android are supported plus two previous versions.

Q: Do I have to be connected to mobile data or Wi-Fi in order for My TCCU Cards app to work?

A: Yes, an active internet connection is required.

Q: What do I need to enroll in My TCCU Cards?

A: You need to have a TCCU credit or debit card and set up your user profile by providing contact information. **You must first enroll online before you can use the app version.**

Q: What are the username, password, and email address requirements?

A: Your username must be between 6 and 16 characters with no special characters (ex. #, !, or &), cannot be your first or last name, and must be unique in our system. Your password must be at least 8 characters and must include a combination of uppercase and lowercase letters, numbers, and special characters. The email address you enter must be valid, include the @ sign, and must not already be registered in our

system. A primary and joint card holder must use a different email as only one user account can be tied to an email address.

Q: What type of transactions show in the app?

A: Once you enroll your credit and/or debit cards, you will see all of your transactions, including pending transactions.

Q: Can I make credit card payments in the app?

A: Yes, you can make a credit card payment from your preferred checking or savings account, using the “Make a Payment” option.

Q: How do I add a credit or debit card to the app?

A: When you login for the first time, use the “Enroll” feature to add your initial card. For additional cards, launch the app and scroll to the right until you see the “Add a Card” link.

Q: How many transactions can I view in the app?

A: Debit card transactions displayed are within the past 31 days and all credit card transactions displayed are within the last 90 days.

Q: Will the app show pre-authorization charges on my debit card?

A? Yes, you’ll be able to see pre-authorized charges from certain merchants such as gas stations.

Q: What kind of alerts/controls can you expect in the app?

A: Alerts (text notifications) and controls (restrictions and filters) can be set up for some of these reasons:

- Alert: When the card is used over a pre-set amount.
- Control: Where the card is used. For example, block all purchases outside the Fort Worth area.
- Control: When the card is used by locking and unlocking the card at your discretion.

Q: When I add my cards, how will alerts be received?

A: You will receive alerts as a text message to your phone.

Q: Does a lock/restriction block recurring payments?

A? In most cases, recurring payments will continue until you contact the merchant and cancel the recurring payment. Any issues should be directed to the merchant.

Q: Will the debit card alerts set up previously on CardNav still work on My TCCU Cards app?

A: No, any previously set up alerts will not transition to the new app and will need to be set up again.

Q: When I get an error message and I am given a phone number. What is this?

A: Please call the number provided to be connected to Cardholder Services for assistance.

Q: What if I forget my username?

A: Tap on “Forgot Username” and enter the email address associated with your profile. You will be prompted to answer a security question. After you verify your identity, we will send your username via email.

Q: What if I forget my password?

A: Tap on “Forgot Password” and enter your username and one of your card numbers. You will be prompted to answer a security question. After you verify your identity, we will send a temporary password via email. Login with your username and temporary password; you will be prompted to choose a new password. The temporary password that you receive is only valid for 1 hour. If you do not login within an hour, you will need to tap on “Forgot Password” again.

Q: Can a Joint cardholder access their shared account using My TCCU Cards?

A: Yes, you can add the card by swiping to the far right in the Account Summary and then tapping Add Card.

Q: How can I change information associated with my My TCCU Cards profile?

A: On the Account Summary, tap on the menu icon in the top left corner, then tap the Edit Profile icon to the right of your user name. From this screen you can manage your profile picture, edit profile information, update your password, and change security questions. Please keep in mind that these changes will not affect your cardholder file.

Q: Who do I call for help?

A: If you need assistance and you are on the login page, tap “Contact” at the bottom right to reach Cardholder Services. If you are already logged into your account, tap the Menu icon in the upper left, and then tap “Contact” at the bottom of the menu. This will automatically present our telephone number, (817) 884-1470.