



# Welcome to GFAMOBILE

## Frequently Asked Questions

### General

[Is it secure?](#)

[Which wireless providers are supported?](#)

[Do I need a data plan with my wireless carrier?](#)

[Do I need to have Online Banking to use Mobile Banking?](#)

[I'm enrolled for Online Banking. Can I use my Online Banking credentials for Mobile Banking?](#)

### Mobile Registration | Manage Accounts Questions

[How do I change my Password or Security Questions?](#)

[What if I forget my password?](#)

[What if I forget the answer to my security questions?](#)

[What if I forget my User ID?](#)

### Mobile Banking Questions

[How do I sign up for Mobile Banking?](#)

[How do I access Mobile Banking on my mobile device?](#)

[Does GFA have an app for my mobile device?](#)

[Can I use Mobile Banking at any time?](#)

[How do I optimize my mobile web experience?](#)

[Is Mobile Banking supported on my mobile device?](#)

[How do I install the downloadable application?](#)

### Troubleshooting

[What happens if I get a new device?](#)

[I selected "Remember this device..." when I enrolled, why am I being asked to answer my security question?](#)

[I lost communication/signal during a transaction](#)

### **[How much does this service cost?](#)**

Mobile Banking is Free. However, there may be charges associated with data usage on your mobile device. Check with your wireless device carrier for more information.

### **[Is it secure?](#)**

Yes, the Mobile Banking service utilizes best practices from Online Banking, such as HTTPS, 128-bit SSL encryption, registration authentication questions, access with a User ID and Password, security authentication questions, and application time-out when your mobile device is not in use.

### **[Which wireless providers are supported?](#)**

We support all the popular US wireless service providers, including AT&T, Sprint, T-Mobile, Verizon, and Virgin Mobile.

### **Do I need a data plan with my wireless carrier?**

A data plan is highly recommended, as data usage can become expensive without them. If you do not have a data plan, please check with your wireless carrier for more information regarding these services. Please note that you are responsible for any charges incurred from your wireless provider.

### **Do I need to have Online Banking to use Mobile Banking?**

Yes, you do need to be an Online Banking user to take advantage of the Mobile Banking services. You can sign up for Online Banking [here](#).

### **I'm enrolled for Online Banking. Can I use my Online Banking credentials for Mobile Banking?**

If you are already enrolled for Online Banking, you may log into the Mobile app or your device's mobile browser with your Online Banking User ID and Password.

### **How do I change my Mobile User ID or Security Questions?**

Once you are signed into Mobile Banking, use the slide out menu located on the top right to access the menu.

1. Select the Mobile Services Option.
2. Select My Profile.
3. Select the option you would like to change.

### **What if I forget my password?**

On the Mobile Sign on screen enter your User ID, click 'Continue' then click 'Forgot Password' on the Password screen. Verify your identity by answering initial registration questions and create a new password.

### **What if I forget the answer to my security questions?**

If you have forgotten the answers to your security questions please contact us at 978-632-2542.

### **What if I forget my User ID?**

If you forgot your User ID, please contact us at 978-632-2542.

### **How do I sign up for Mobile Banking?**

All users are required to register for a User ID and Password in order to access Mobile Banking if not already enrolled in Online Banking please visit [www.gfafcu.com](http://www.gfafcu.com) to register.

### **How do I access Mobile Banking on my mobile device?**

You can download the Apple application via iTunes or the Android app via Android store (Google Play) or you can visit the site at any time at [www.gfafcu.com](http://www.gfafcu.com) from your mobile device's browser.

### **Does GFA have an app for my mobile device?**

Yes. There are apps available to download for Apple devices in the Apple store or Android devices in the Android store, Google Play.

### **Can I use Mobile Banking at any time?**

Yes. Mobile Banking is available 24 hours a day, 7 days a week.

### **How do I optimize my mobile web experience?**

For optimal experience with the Mobile Banking service you may want to:

1. Ensure your mobile device's browser allows https:// access and has cookies and is java script enabled.
2. Bookmark our Mobile Banking site, if you are not an Apple or Android.

### **Is Mobile Banking supported on my mobile device?**

Mobile Banking is supported on most all phones with a mobile web browser that supports cookies. In addition, the downloadable application is supported on most Apple and Android devices.

### **How do I install the downloadable application?**

1. Visit [www.gfafcu.com](http://www.gfafcu.com) and register for Online Banking if you have not already done so.
2. Then visit the Apple or Android app store to download the APP.

### **What happens if I get a new mobile device?**

If you get a new device, for security purposes first delete the app from your old device then simply download the Mobile app on your new device.

### **I selected “Remember this device...” when I enrolled, why am I being asked to answer my security question?**

This may be due to your cookies. When you enroll and activate your mobile device, a cookie is stored on its browser which allows the Mobile Banking system to remember that you activated. The cookie is only visible by the Mobile Banking system and does not contain any personal information. Some mobile devices may require you to enable cookies or periodically erase them. If you do not have cookies enabled or you have recently erased your cookies, you will be required to answer your security questions. Check your mobile device settings to ensure that cookies are enabled. If cookies are enabled and the issue persists, please contact your mobile provider for cookie support information on your mobile device.

Additionally, for added protection, there may be cases where Mobile Banking will request you answer a security question again even though you selected to remember this device. This is for added protection in the case where other security policies trigger the system to request you answer the questions again. If you need assistance please contact us at 978-632-2542.

### **I lost communication/signal during a transaction?**

If you do not receive a confirmation message due to a lost signal, you can verify a transaction by logging back into Mobile Banking. If you need assistance please contact us at 978-632-2542.