

Harbor Credit Union Mobile App Help

Example 5, Mobile Banking App: in-app help guide for the Harbor Credit Union mobile app (fictional).

Version: 7.0 **Platforms:** iOS 16 or later, Android 10 or later

Who this is for

Members using the app for the first time.

BEFORE YOU START

Your member number, your online banking password and the phone you will use for one-time codes.

Task 1: Sign in and turn on biometrics

- ☐ 1. Open the app and tap Sign in.
- ☐ 2. Enter your member number and password, then the 6-digit code sent by text.
- ☐ 3. When asked, tap Turn on Face ID (iPhone) or Use fingerprint (Android).
Result: next time you open the app, it unlocks with your face or fingerprint.

Task 2: Deposit a check

- ☐ 1. Sign the back and write "For mobile deposit only at Harbor CU".
- ☐ 2. Tap Deposit, choose the account, enter the amount.

☐ 3. Photograph the front and back on a flat, dark surface with all 4 corners in the frame.

☐ 4. Tap Submit.

Result: the status shows "Received", and funds are available the next business day.

Daily limit: \$5,000. Keep the paper check for 14 days, then destroy it.

FIGURE 1

Check capture screen with the corner guides marked.

Task 3: Freeze a lost card

Cards > choose the card > turn on Freeze card. *Result: a "Card frozen" banner appears and new purchases are declined until you turn it off.*

SECURITY NOTE

Harbor staff will never ask you for a one-time code.

Troubleshooting

SYMPTOM	FIX
Image unreadable	Retake on a dark surface in good light, all 4 corners visible.
Deposit exceeds limit	Deposit the rest at a branch or ATM.
Account locked after 5 attempts	Wait 30 minutes or call 1-800-555-0142 (Monday to Saturday, 8:00 AM to 8:00 PM).

SUPPORT

In the app, tap Help > Message us.

