



Mobile Support Hub

The support hub is a centralized location where you can find help, resources, and answers to frequent questions about a product or service.

Support Hub Step-by-Step

Use the following steps to access the Support Hub.

Step	Action
1	Tap the Support Hub () icon at the top right of the screen.
2	From the Contact Info box at the top of the screen, you can: <ul style="list-style-type: none">• Tap the Member Service & Loans Toll Free phone number hyperlink to place a call.• Tap the Card Services Toll Free phone number hyperlink to place a call.• Tap the Hours drop-down arrow to view the Member Service & Loans hours of operation.
3	From the I Want To... box scroll down to do one of the following: <ul style="list-style-type: none">• Tap the What's New hyperlink for changes to the digital banking platform.• Tap the Book an Appointment hyperlink to schedule a branch appointment.• Tap the Rates hyperlink to view loan and deposit rates.• Tap the Locations hyperlink to view branch locations.• Tap the Profile hyperlink to update your Contact Information and Preferences.• Tap the Learning Center hyperlink to view digital banking platform information and resources.
4	From the Popular Help Questions box, scroll down to do one of the following: <ul style="list-style-type: none">• Tap the arrow (>) next to any question to view additional information on that topic.• Tap the View All FAQs hyperlink to view additional questions.
5	From the Message Center box, scroll down to: <ul style="list-style-type: none">• View Recent Messages.• Tap the Create New Message hyperlink to send a message to Member Support.