

User's Guide for setting up Mobile Money – Virtual Branch Online Banking

KEMBA Louisville Credit Union as of July 2021

Requirements are: KEMBA Louisville CU account, already have Virtual Branch Online Banking access and a smartphone or a text-capable (SMS) cellphone. You will need to access Online Banking via your phone's internet browser. It is advisable to download the app from within the Online Banking site to insure getting the correct version, instead of going directly to the app store for iOS or Google Play.

Soon, as a member, you will be able to enroll yourself into Online Banking – using your account number. (August 2021)

To set up your access, go the www.kembaky.org website and click/choose the Online Banking link near the top towards the right and log in. (Actual screens may look different from time to time due to upgrades/updates.)



After logging in, select the Self-Service tab to reveal the links below it and select the Mobile Money under the Additional Services.



VIRTUAL BRANCH



Overview

Bank IT

Self Service

Alerts

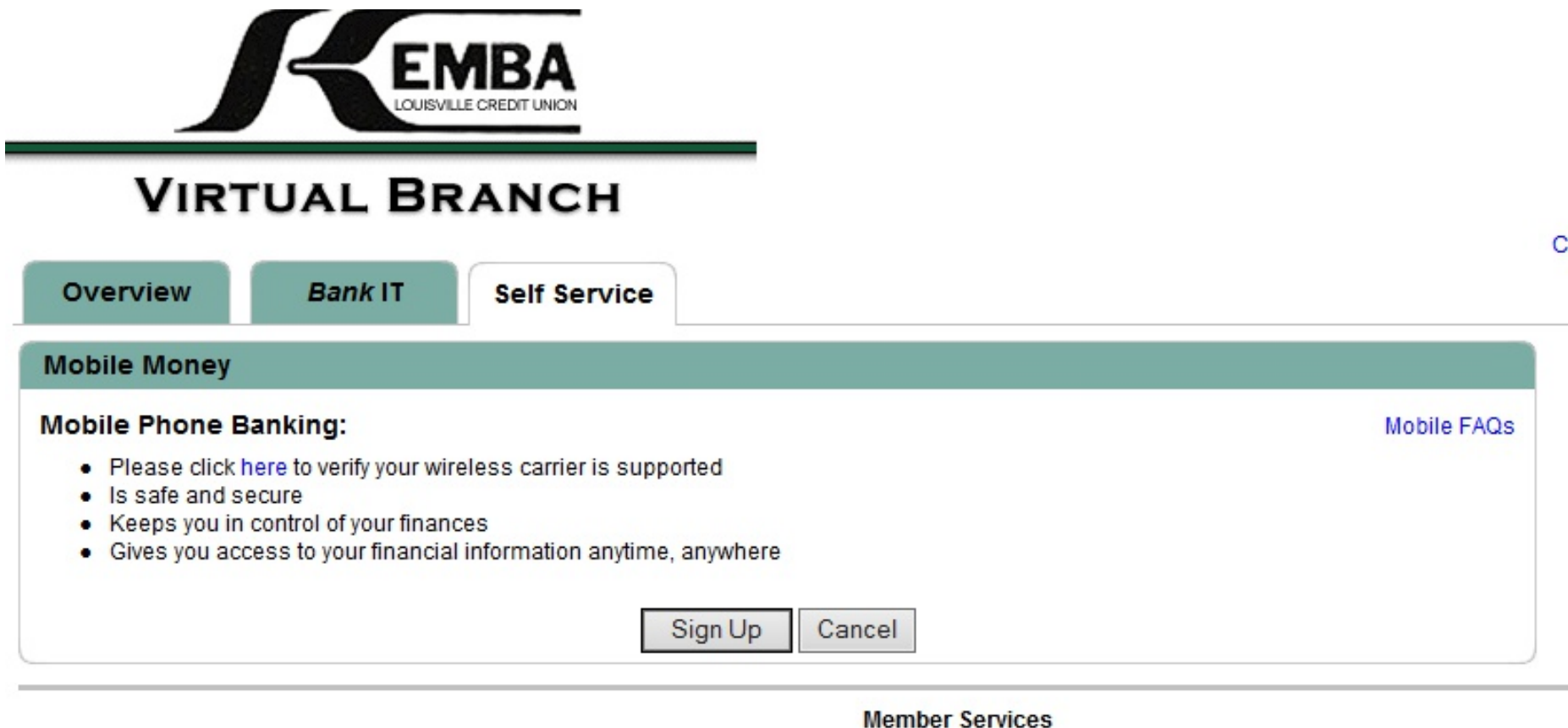
[Transfer Alert](#)
[General Alert](#)
[Alert History](#)

Additional Services

[Mobile Money](#)

Member Services

After selecting the Mobile Money under the Additional Services, you will see the following:



The screenshot shows the KEMBA Louisville Credit Union Virtual Branch interface. At the top is the KEMBA logo with 'LOUISVILLE CREDIT UNION' underneath. Below the logo is a horizontal line, followed by the text 'VIRTUAL BRANCH'. Underneath this is a navigation bar with three tabs: 'Overview', 'Bank IT', and 'Self Service'. The 'Self Service' tab is selected. Below the navigation bar is a green header bar with the text 'Mobile Money'. Underneath this header is a white box containing the text 'Mobile Phone Banking:' followed by a bulleted list of four points: 'Please click [here](#) to verify your wireless carrier is supported', 'Is safe and secure', 'Keeps you in control of your finances', and 'Gives you access to your financial information anytime, anywhere'. To the right of the list is a blue link labeled 'Mobile FAQs'. At the bottom of the white box are two buttons: 'Sign Up' and 'Cancel'. Below the white box is a horizontal line, and below that is the text 'Member Services'.

KEMBA
LOUISVILLE CREDIT UNION

VIRTUAL BRANCH

Overview **Bank IT** **Self Service**

Mobile Money

Mobile Phone Banking:

- Please click [here](#) to verify your wireless carrier is supported
- Is safe and secure
- Keeps you in control of your finances
- Gives you access to your financial information anytime, anywhere


[Mobile FAQs](#)



Sign Up **Cancel**


Member Services

You should choose/select the 'click here to verify your wireless carrier is supported' link and then read the Mobile FAQs before proceeding by clicking/choosing the Sign Up button to proceed.

Read the Terms and Conditions, checkmark and select 'Continue':

 Kemba Louisville Credit Union





VIRTUAL BRANCH

CONTACT US | HELP | EXIT

OverviewBank ITSelf Service

Mobile Banking

Terms and Conditions for Mobile Banking

Terms and Conditions: **Kemba Louisville Credit Union**

Thank you for using Kemba Louisville Credit Union Mobile Banking combined with your handheld's text messaging capabilities. **Message & Data rates may apply. For help, text "HELP" to 71806. To cancel, text "STOP" to 71806 at anytime.** In case of questions please contact customer service at (800) 455-3622 or visit <http://www.kembaky.org>

Terms and Conditions

Program: **Kemba Louisville Credit Union** offers their customers mobile access to their account information (e.g., for checking balances and last transactions) over SMS, as well as the option to set up alerts for their accounts (e.g., low balance alerts). Enrollment requires identification of the user's banking relationship as well as providing a mobile phone number. The mobile phone number's verification is done by the user receiving an SMS message with a verification code which they will have to enter on the website. Additionally, customers may select the type of alerts and other preferences which will determine, together with their account data, the frequency of alerts delivered to the customer. This program will be ongoing. **Message & Data rates may**

☒ I accept these Terms and Conditions

Continue

Printer friendly page (opens in new window)



VIRTUAL BRANCH

[CONTACT US](#) | [HELP](#) | [EXIT](#)[Overview](#)[Bank IT](#)[Self Service](#)

Mobile Banking

Please choose a service:

[Not sure? Click here to compare the services](#)

Downloadable Apps

Get a customized application for your device that provides an intuitive and rich user experience consisting of easy-to-navigate screens and menus. Receive all the benefits of mobile browser banking, enhanced by your device's unique features.



For your phone

[View screenshot](#)

On your device, open Google Play or the App Store and search for **TouchBanking**, or click either of the download images below. On your mobile? Click the appropriate icon to go directly to the store:

IMPORTANT! After you download the TouchBanking application, you will need to enter this App Code to activate it:

kembamobile



Other Services

Please select the services required and click continue to register.

☐ Mobile Browser (I'd like to receive a link to Browser Banking.)



Why Use Mobile Browser Banking?

[View screenshot](#)

Get full and extended mobile banking capabilities on your web-enabled device. Receive an optimal banking experience with a look and feel that is similar to PC-based online banking, in a site designed to fit neatly into your device's screen.

☐ Text Messaging (I'd like to use text banking services.)



Why Use Text Banking?

[View screenshot](#)

Send text commands (such as BAL) to your bank from your SMS-enabled phone to inquire about basic account balance and transaction history information. Receive text message responses

Download your compatible phone app and select service(s).

Please make note of the App Code: **kembamobile**

Once you have downloaded and installed the app, the icons and splash screen will look like:

The installed app icon is on the left and the app splash screen is on the right.



The rest of the steps will be determined by which type of phone you are registering/setting up, so this simple guide's instructions will stop here.

Please read the Mobile FAQs before calling the credit union if you have questions. Thank you for using your credit union's online services!

If you need to change or manage your services or your device/phone, you will see the following screen:

VIRTUAL BRANCH

Overview

Bank IT

Self Service

Mobile Money

My Mobile Phone Banking Profile:

[Mobile FAQs](#)

- Change and manage services
- Add another mobile phone to my profile
- Change and manage accounts accessed via Mobile Phone Banking

Mobile Maintenance

OK

Cancel

Member Services

After you select the OK button you will see the following screen (on the next page) for changing / adding devices (cellphones) or requesting a new activation code for a selected device.

If you get a new smartphone, you should use the screen below to add your new phone and then to delete the old phone, if necessary.

VIRTUAL BRANCH

CONTACT US | HELP | EXIT

OverviewBank ITSelf Service

[Mobile FAQs](#)

Mobile Money

Main Menu

Click the tabs below to manage your Mobiliti options

My DevicesMy AccountsMy Profile

Device Details	Carrier	Status	Receive Alerts	
	International	Reactivating <input checked="" type="checkbox"/>	I want to:	<div>Change my phone number</div> <div>Change my Mobile Banking services</div> <div>Stop using this device for Mobile Banking</div> <div>Get a new activation code</div>

Add New DeviceGo

Please read the Mobile FAQs before calling the credit union if you have questions. Thank you for using your credit union's online services!