

CardNav Digital Banking Upgrade FAQs

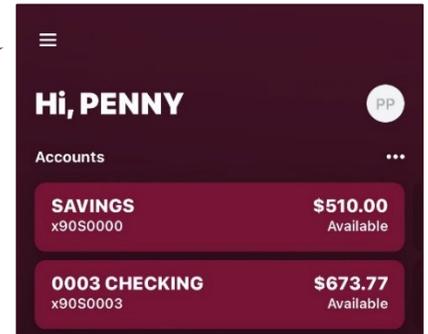


How do I access my CardNav card controls?

CardNav is available in the **Mobile** version of your Digital Banking Menu as a single-sign-on service.

To avoid errors or outdated information, access CardNav exclusively through SCCU Mobile Banking menu. *Opening the SCCU CardNav companion app directly will direct you to launch the SCCU Mobile banking app.*

Follow the instructions below to ensure you have the updated application on your device.



If you have the previous CardNav app on your device, be sure to uninstall it from your device before installing the new app. It is best to remove the old app before installing the updated version, as both apps look the same.

Apple: Touch and hold the app on your home screen, select Remove App, select Delete App, select Delete.

Android: Touch and hold the app on your home screen, select Uninstall, select OK.

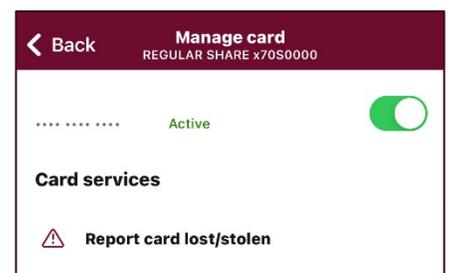
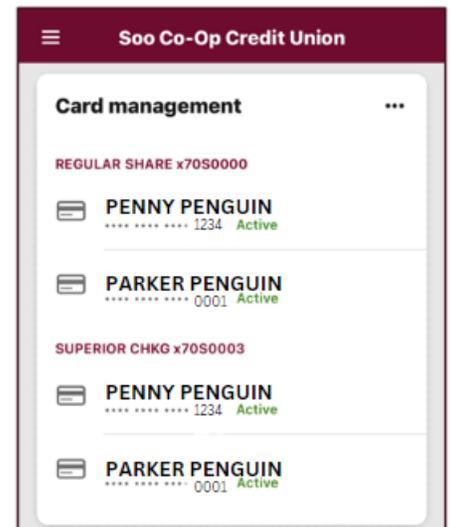


Ensure the card you wish to access in CardNav is set to active on your Card Management Dashboard panel in Digital Banking.

This feature will be disabled August 31st, 2024 as we transition to using CardNav card controls.

Your card should say “Active” under each share.

If your card says “Locked,” select the card and toggle the card to active.

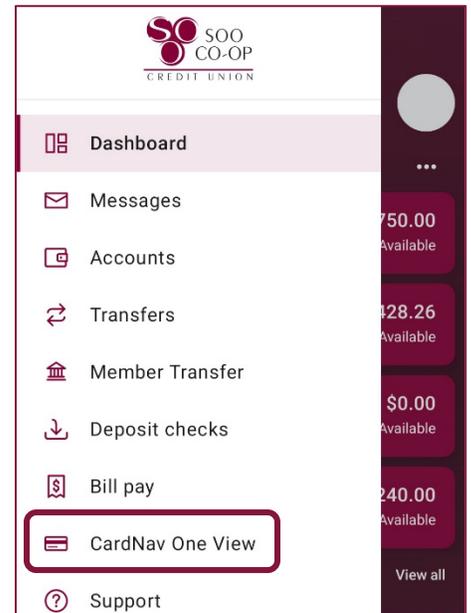


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How to Install and Access CardNav:

Once you have uninstalled the previous CardNav app and have verified your card is set to active on the Card Management Dashboard Panel, open your **Mobile Banking Menu** and select **CardNav One View**.

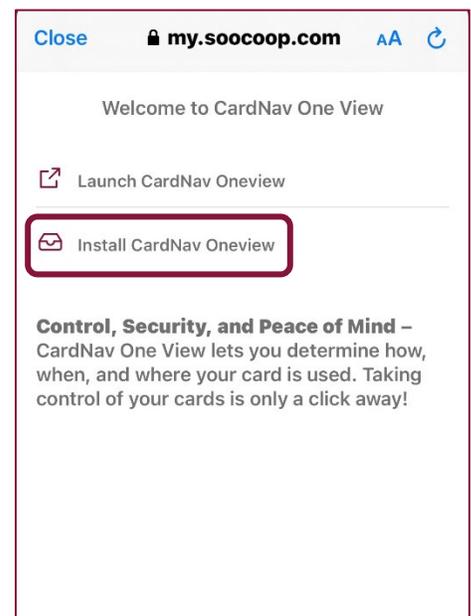
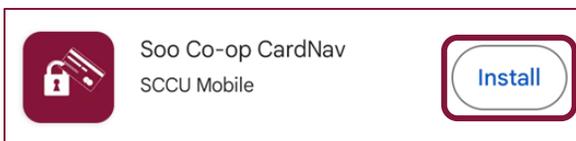


Select **Install CardNav One View** and follow your app store's prompts for downloading. **Once the app store says Open, return to your Digital Banking menu.**

Apple: Select "Get"

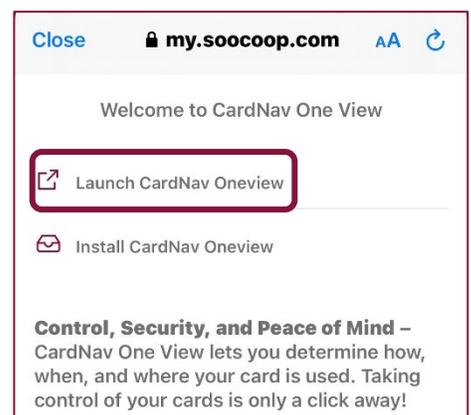


Android: Select "Install"



Once you have reopened your **Mobile Banking Menu**, select the **CardNav One View** option.

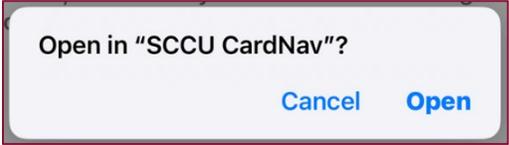
Select **Launch CardNav One View**.



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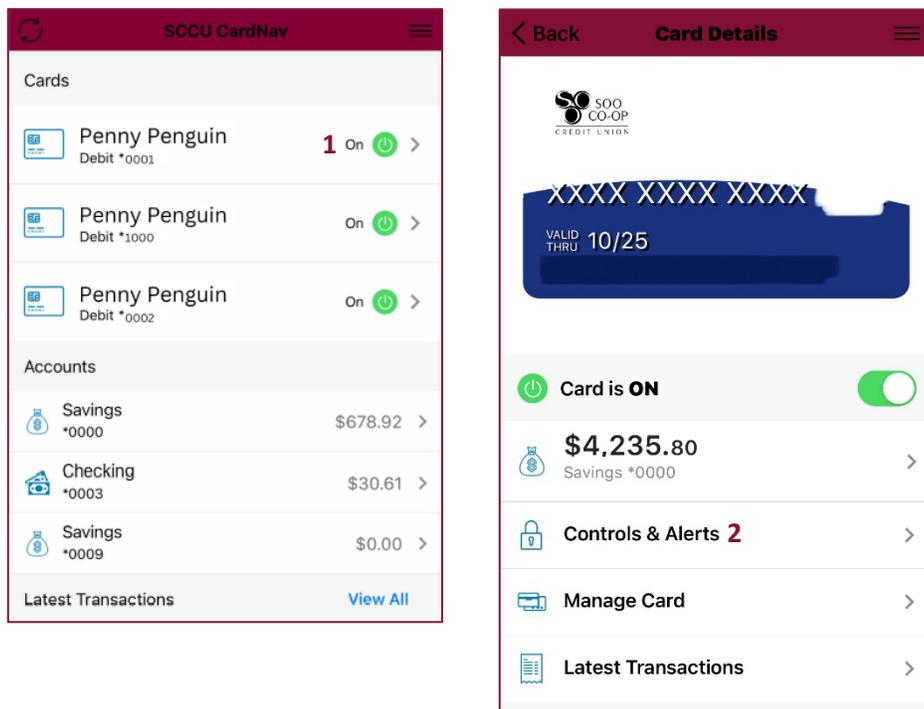
Select **Open** to view your CardNav card controls menu.



How do I create card controls or alerts?

The CardNav home screen will look the same as our previous platform.

To update your controls and alerts, click the card on your home screen¹ and select “Controls & Alerts.”²



Why am I receiving errors or seeing outdated information in CardNav?

To avoid errors or outdated information, access CardNav exclusively through SCCU Mobile Banking. Do not open the CardNav app directly from your device’s home screen.

If you are using CardNav via Soo Co-op Mobile Banking and still encounter issues, please uninstall all SCCU CardNav apps from your device. Then, reinstall the app by following the installation process detailed above.

If problems persist, contact Soo Co-op Credit Union via Support tab in our mobile banking app, call us at 906-632-5300, or visit your local branch for assistance.