



Internet Banking and Electronic Services

Setting up Internet Banking

1. Go to <https://riverbankfcu.com> and enter your username and temporary password:
 - Username: _____
 - Temporary Password – Last Four Digits of Social Security Number
2. Read and accept the Terms & Conditions for our Online Disclosure.
3. Select a security image from the list given, then select and answer four Challenge Questions.
4. Set a new permanent password. The password must be between 8-16 characters in total and include at least one letter, at least one number, and at least one special character.

Setting up Mobile App

1. Download the app from the Google Play Store (Android Devices) or iOS App Store (Apple Devices) by searching for 'RFCU' or 'Riverbank FCU'.
2. Log in with your username and password.
3. Select how you want to authenticate the device (one time per device per user):
 - Send an email with a 5-digit authorization code;
 - Sign on via web browser on a desktop or laptop and select 'Device Activation'.
4. Enter the code on the following page if selecting the e-mail option, or sign-in once more if activated via web browser.

Setting up eStatements

Web Browser: Menu → User Profile → Settings → Edit Email

Mobile App: Menu → E-Mail

Setting up Mobile Deposit

Contact a Member Services Representative to enable this service for your account.

Setting up Billpay

Note: First time set-up and adding of new payees is only available via web browser.

1. Click 'Bill Payer' under the 'Menu' tab.
2. Follow the instructions on screen to set up security questions. You will be automatically signed in any time going forward.

For further assistance with any online services please contact a representative.

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