





Digital Banking

Frequently Asked Questions

What is digital banking?

Digital banking gives you quick, direct access to your funds. You can access your accounts and automate your finances using our mobile app or online banking and easily manage your money on your time.

With digital banking you can:

 Manage Your Accounts View balances, make payments, transfer funds and more.	 Monitor Your Credit Understand your score, get real-time alerts and see how actions could impact it.	 Manage Your Profile Edit your User ID, password and contact info in a few clicks.	 Connect With Us Chat with a Representative, apply for a loan or open a new account.
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How do I enroll in digital banking?

Registering for digital banking is easy. You can register online via a browser or mobile device. Go to InsightCreditUnion.com and click on Register Now. Or download the Insight CU app from Google Play or the App Store to get started.

You will need the following information to complete the registration process:

- Social Security number
- Account Number/Type
- Last Name
- Date of Birth
- **and one of the Optional fields:**
 - Email Address
 - or**
 - Mobile Phone Number

Please note, you will also use a one-time passcode to verify your identity. The One-time passcode will be sent via SMS text message or a voice call.

Do I need any special software or hardware to use digital banking?

For digital banking through a personal computer you will need an operating system, such as Windows 7 or newer; or Macintosh OSX or newer.

You will need access to the internet, and we support the following browsers TLS 1.2 or higher:

For PC using Windows 7 or newer
Microsoft Internet Explorer
Mozilla Firefox
Google Chrome
Microsoft Edge

For Macintosh using OSX or newer
Apple Safari

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For online banking through a mobile device/tablet browser ("Mobile Banking"):

- A compatible operating system, such as:
 - iOS 11 and newer
 - Android OS 6.0 and newer for mobile handsets and tablets
- and either:
 - Access to the Internet using the default browsers included by your mobile device manufacturer; or
 - The latest version of "Insight CU" app compatible with your device platform

Most Communications provided within our websites are provided either in HTML and/or PDF format. Some areas of our site may require Macromedia Flash or Adobe Acrobat Reader. For Communications provided in PDF format, Adobe Reader is required - A free copy of Adobe Reader may be obtained from the Adobe website at www.adobe.com.

What's a one-time passcode?

It's a security feature that adds an additional layer of protection when enrolling and using digital banking. Composed of random numbers, we'll send you a unique code to enter to further verify your identity. Please make sure the mobile and/or other phone number we have on file is accurate. One-time passcode is sent via SMS text message or a voice call.

Will Insight ever call me for my one-time passcode?

No, Insight Credit Union will never call you to ask you for your one-time passcode.

Will the one-time passcode come from the same number every time?

Yes, the one-time passcode will always come from the same number.

How much time do I have to complete the verification?

One-time passcodes will expire in 5 minutes.

What if I am unable to receive a text message or voice call to the phone number listed?

Please contact us the Member Support Center at 407.426.6000 or toll-free 888.843.9328 to update your information and complete digital banking enrollment.

Will I need to enable popups in my browser?

Yes, there are certain tools in digital banking that you will need to enable pop-ups to access, like Credit Cards, Mortgages, Apply for a Loan, and Open an Account for example.

We have created a guide to assist with enabling pop-ups in Chrome and Edge Browsers.

[View Allowing Popups for Digital Banking Guide.](#)