



Instructions on how to access the NGFCU APPs on iPhone or Android

In order to use the APPs, the member MUST have the possibility to access our regular home banking site "Flexteller".

If the member doesn't have access, he/she should follow the steps below:

From any device,

Go to nationalgeographicfcu.org

Click on Home Banking

Click on "Flexteller"

Enter your user ID (account number)

Click forgot password

Follow the prompts and you should receive a temporary password in the email account you provided.

If you receive a message that says "not set up for Flexteller", you should contact us by email at ngfcu@ngs.org or by phone at 202-775-6135 to be set up for Flexteller. For security and verifications reasons, please include your email address, billing address and the last 4 digits of your SSN when contacting us by email.

If and when you are set up on Flexteller, you can download the APPs

On iPhone:

Go to APP Store, search for **national geographic FCU**

On Android:

Go to Play Store and search for **national geographic FCU**

Install the APP

To log in, enter your 'Flexteller' user ID and password.

Then, the device will ask you to "activate the device"

Go to your PC, or laptop, or phone

Open a browser and log in to Flexteller (above instructions)

Click on "Services"

Click on "activate devices"

When activated, go back to the APP and log in.

Some of the features offered on the APPs

- Deposit checks remotely to any suffixes
- Manage email address
- Transfers between suffixes
- Temporary block/unblock your debit card (in case it was lost or stolen)
- Use Bill Pay
- Find an ATM or Branch
- View Holds/Pledges/ACH

The change of your mailing address is not available on the APPs, but can be done on "Flexteller"