Frequently Asked Questions

NOTE: The list below represents the most commonly asked questions about our Mobile Banking App.

As always, if you need further assistance, we'd be glad to help you. Simply call 626.444.1972 to speak to one of our friendly Contact Center Representatives.

Q: Where do I download the Vons Credit Union Mobile Banking App?

A: In the Apple App Store or Google Play Store, search for 'Vons Credit Union for Mobile.'

Q: Why can't I find your Mobile App when I search for 'Vons Credit Union for Mobile' in the Google Play Store (Android Marketplace)?

A: The App has certain requirements that must be met by an Android device to operate correctly. If your device does not meet those requirements, the App will not be displayed in the Store.

Q: Who is allowed to use the Mobile Banking App?

A: Any member with an account may access the App. The member must also be in good standing with the credit union.

Q: What do I need in order to register for the Mobile Banking App?

A: You will need your Member Number, Moneyline PIN and date of birth to register.

Q: Can multiple users use the Mobile Banking App through the same device?

A: Yes. If an account holder wishes to access the App through another registered user's device, then the second account holder must choose 'Help' from the login screen and then select Add Another User to register on the new device.

Q: Does a member need to be the primary account holder in order to register to use the Mobile Banking App?

A: No. As long as the member has a social security number tied to an existing account they will be able to register.

Q: How can I retrieve my username or password if I lose it?

A: You may select the Help icon on the login screen, then select 'Forgot Username' or 'Forgot or Reset Password' from the drop-down menu. Follow the onscreen steps to retrieve your forgotten credentials.

Q: I am having trouble creating my username. What should I do?

A: Usernames are restricted to between 6-20 characters in length. The guidelines for creating a username are stated specifically within the registration process.

Q: I'm having trouble creating my password. What should I do?

A: Passwords must contain at least eight characters, including one number, one uppercase letter, one lowercase letter and one special character. Your password must be entered correctly twice during the registration process to confirm it.

Q: I cannot log out from the Mobile Banking App. What should I do?

A: On Apple devices, press the 'LOG OUT' button in the upper right hand corner of the App. On Android devices, press the Settings button, which will bring up a sub-menu within the App. You then have the option to 'logout' to leave the App and end the current session.

Q: After selecting 'Get Directions' from the 'Locations' menu, I am unable to continue with the current session. What should I do?

A: When you select 'Get Directions,' you are actually leaving your Mobile Banking session and continuing on to Google Maps. You will need to log in again to access content within the App.

Q: How often must I change my Mobile Banking password?

A: Currently, there are no enforced rules that require you to change your password. However, as a matter of best practices, we suggest that you access the 'Help' menu from the login screen and periodically change your password as a security measure.

Q: Will my Mobile Banking account be deactivated due to a lack of use?

A: No. Your account will remain active unless you specifically request that it be deactivated.

Q: How do I reset my password?

A: Select 'Help' from the login screen and then choose 'Forgot or Reset Password' from the drop down menu.

Q: How do I find my username?

A: Select 'Help from the login screen and then choose 'Forgot Username' from the drop down menu.

Q: How do I change my username?

A: Usernames cannot be changed from the App. Please call our Contact Center at 626.444.1972.

Q: May I use the same username and password as I use for Online Banking?

A: No. Online banking only requires a four-digit PIN.

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A: The App has certain requirements that must be met by an Android device to operate correctly. If your device does not meet those requirements, the App will not be displayed in the Store.

Q: I don't have an iPhone or Android phone. Will you have a Mobile Banking App for other smartphones (e.g., Blackberry)?

A: We review other devices on a quarterly basis to determine if the App will be offered on additional platforms.

Q: Can I scan checks to deposit them using this App?

A: Yes. Select 'Deposit a Check' from the menu.

Q: Can I use Bill Pay through the App?

A: Yes. Select 'Bill Pay' from the menu.

Q: Can I receive alerts like I do with Online Banking?

A: Yes. Select 'Alerts' from the menu.

Q: I am a signer on another account and it shows up on the App. Can I remove that account?

A: You may hide the account via the Settings icon under Account Settings. Select the account you wish to hide and then toggle to Hide Account.

Q: I am receiving the error message 'null.' What does this mean?

A: This is possibly a one-time occurrence due to a connectivity issue. Please try the operation again.

Q: I received the error message '201.' What does that mean?

A: This is possibly a one-time occurrence due to a connectivity issue. Please try the operation again. This error also occurs when incorrect credentials have been entered.