

Resource One Goes Mobile!



F.A.Q.

Who is eligible for Mobile Services?

- Any member who has an active Online Services account.

How do I enroll in Mobile Services?

- From a PC log into your Online Services account and under “Accounts”, go to the Mobile Services page. From this page you will be able to turn on this service by selecting “Allow Mobile Access”. Now you’ll be able to visit the Mobile Services site from a Browser enabled Mobile Device / Cell Phone.

How much does Mobile Services cost?

- Resource One provides Mobile Services as a free service however the ability to view web pages from your cell phone may carry additional charges from your cell phone service provider. Refer to your cell phone agreement to determine whether additional charges may apply.

How do I get to the Mobile Services site from my cell phone?

- Select your phone’s Internet browser function and enter the following web address: www.R1CU.mobi

How do I log in?

- Log into Mobile Services the same way you would at your computer by entering in 1) your member number, 2) your password, and 3) the security graphic. Because security is always of great concern to Resource One, our Mobile Services feature includes a Multifactor Authentication process to identify your phone. The first time you log in, you will be asked one of your personal challenge response questions to confirm your identity. You won’t be asked again unless you attempt to visit Mobile Services from a different cell phone.

What can I do in Mobile Services?

- Resource One wants you to have information and power on the go. So with a few quick actions you can view your account balances, transfer funds between any of your accounts, and pay bills to those payees you have set up. To setup new payees you will need to input this information from the main Online Services site.

Will Mobile Services work on my cell phone?

- Mobile Services should work on any mobile device that has: an Internet Browsing program (common on most newer phones), an active data plan (capability through your cell phone service provider to access the internet), and a reasonable signal to transmit and receive data through.

What happens if my phone is lost or stolen?

- From any computer you can access the Online Services site and from the Mobile Services page you can “Disallow Mobile Access”, turning off the service. Someone finding your phone would still need your member number and password to access any information. You can also call in to Resource One or come into any one of our service centers.

What are Mobile Transaction Notifications?

- From the Online Services site you have the ability to turn on Mobile Transaction Notifications, which will send you a message through the secure messaging system in Online Services to let you know that a Transfer or Bill Pay request has been made via Mobile Services.

What if I need help?

- If you are having trouble accessing Mobile Services you can contact one of our Service Center Specialists at 1-800-375-3674.