the energy credit union

With Energy CU Text Banking, members can keep in touch with their CU accounts through any mobile phone that supports short message service (SMS). This includes Blackberry, iPhone and Andriod phones. The set up is simple and allows you to receive information, such as balances, account history and alerts for selected accounts in real-time by texting basic commands.

- View your Account Balance(s).

- View Recent Transaction History.

- Works on most mobile phones which are less than 5 years old.

- There is no cost aside from the standard text messaging costs that may be charged by your mobile carrier.

- Mobile Text Banking has the same High security standards as our Online Cyber-Banker and Mobile App.

Now a quick text can let you know if you should select chequing or savings at the check out line. Wondering if that payment went through? A quick text will let you know the last few transactions. Fast simple and easy. Doesn't that feel better?

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Service Centre
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Toronto, Ontario M1M 3N7

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Southlake: 905-895-4521 ext 2503
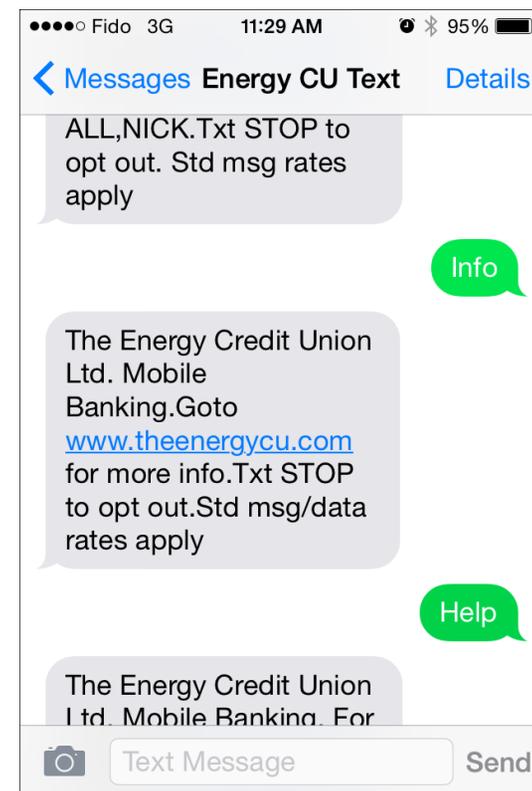Toll Free: 1-888-942-2522

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Mobile Text Banking
How to guide

the energy credit union

How Mobile Text Banking Works

Using your mobile device, you will compose a text message to "your Energy CU account".

Once you have created the link to your phone from our online CyberBanker following the steps for set up, you can then save the Energy CU Text Banking (or whatever name you choose) as a contact on your phone. You can then use any of the Mobile Text Banking Commands to receive information on your account. For example, type "ACT" and send, and you will receive your last few transactions from your primary account.

If you lose your cell phone, please remember to delete access to Mobile Banking through CyberBanker, done through the similar process of set-up.

If you change phone numbers, you can delete the existing number and begin the set-up process again with your new phone number. You can add up to 2 phones, as well.

When in doubt, call the Credit Union for further assistance at 416-238-5606 and we can walk you through the whole process. You will be surprised at how quick and easy it will be to access information about your account.

Setting up Mobile Text Banking

1. Log-in to CyberBanker with your usual Alias and Password

2. Click "Account Services" from the left hand Header. Then click Add Modify Mobile Banking.

3. Click "Add Mobile Phone". Then Click "I Agree" to the User agreement once you have read and understood the contents.

4. Put in your cellular phone number, and select your plan carrier. (ie. Rogers, Telus, etc.) You will then receive a text to your mobile phone with a onetime pass code.

5. You will be asked for a Pass code, which you will receive via text message. Open your text message on your phone to retrieve the one time pass code. Your phone is now linked to your Energy CU account.

6. You will then select which accounts you will have access to through mobile web banking. This can also be modified to fit your changing needs in the future by logging into your CyberBanker Via desktop.

Mobile Text Banking Commands

ACT For the account activity of your primary account which you selected

BAL For the balance of your primary

BAL ALL For the balances of all your selected accounts.

DISABLE To temporarily disable your phone.

HELP For a list of the commands you can

INFO For contact info about The Energy Credit Union Ltd.

STOP To permanently delete your phone.

NICK For a list of account nicknames, previously selected by you online.