MCU
MUNICIPAL CREDIT UNION

NYMCU MyCard Visa® Debit Card Management App
The NYMCU MyCard App provides you with a way to manage your MCU Visa® Debit Card. Your account security is our top priority. We're excited to offer you a 24/7, convenient and safe app.

How can I get started with the NYMCU MyCard App?

Get started using the NYMCU MyCard App with the following steps:

a) Download the NYMCU MyCard App from the App Store (iOS) or Google Play (Android)

iOS

Download on the App Store

Google Play

ANDROID APP ON Google play

b) Open the app and enroll. Once your enrollment is verified, you're ready to get started.

1

How can I tell the difference between the two NYMCU apps?

There are two apps available for download in the App Store and Google Play:

a) NYMCU MyCard Visa® Debit Card Management app

b) NYMCU Mobile Banking app

2

How do I enroll in the NYMCU MyCard app?

After downloading the app, click on "Enroll Now" and follow the prompts.

MCU
MUNICIPAL CREDIT UNION

Welcome to NYMCU MyCard

It's a fast, secure, simple way to manage your card on the go.

Enroll Now
I haven't used this app before.

Sign In
I have already enrolled for this app.

3

How do I add my MCU Visa® debit card after enrolling in the NYMCU MyCard app?

After enrolling in the NYMCU MyCard app, click on the plus sign in the upper right corner to add your Visa® debit card.

Cards   +

MCU   VISA

4

Can I set up a biometric login with the NYMCU MyCard app?

Yes.

a) Click on the menu icon in the upper left

Cards   +

MCU   VISA

b) Click on "Settings". Depending on the type of phone you have, select the biometric login you want to use.

Settings	Settings
User Profile	User Profile
Use Face ID	Use Touch ID
Delete Profile	Delete Profile
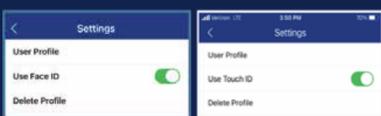
5

What functions can I perform on the NYMCU MyCard app?

The NYMCU MyCard app allows you to perform many functions like the following:

- Turn your card on/off. Suspend your card to prevent unauthorized use, or until you decide to turn it back on.
- Update your card's PIN (current PIN is required)
- Link your card to a digital wallet, Apple Pay (available on Apple devices)
- Set up alerts to be delivered via text, email or push notifications.
- Set travel notices for uninterrupted card usage when you travel
- Locate an MCU branch ATM near you, or find a merchant to use your mobile wallet
- Setup login preference, such as Biometrics

6

What should I do if I forget my login credentials?

To reset your login credentials, click on "Forgot?" located next to the Username and Password fields.

MCU
MUNICIPAL CREDIT UNION

Username   Forgot?

Password   Forgot?

☐ Remember me on this device

Sign In

New to this app? Start here

7

Can the login credentials I use for the NYMCU MyCard app be the same as my credentials for the NYMCU Digital Banking app?

While the login credentials can be the same for both apps, for security purposes, we discourage keeping the same credentials for both apps.

8

Can I access NYMCU digital banking from the NYMCU MyCard app?

Yes. Click on the menu in the upper left of the screen and then click on the NYMCU Mobile Banking link.

Cards   +

MCU   VISA

MCU
MUNICIPAL CREDIT UNION

⚙ Settings
ℹ About Us
❓ Help
📄 Terms & Privacy
↩ Sign Out
More Apps & Sites
NYMCU Mobile Banking

9

Who can I contact if I need help with the setup of the NYMCU MyCard app?

If you have any problems with your registration, please contact our support line at 212-693-4900 or email us at ebranch@nymcu.org.

10