



P.O. Box 1365, 140 Lucy Lane
Waynesboro, Virginia 22980
540.946.3200 Toll Free: 800.245.8085

DuPont Community Credit Union's Mobile Banking FAQs

Q: How do I access DuPont Community Credit Union's Mobile Banking?

A: In order to access Mobile Banking, you need access to DCCU's Home Banking (a valid Account Number and Password) and a wireless device with an Internet connection. Simply enter DCCU's Mobile Banking URL (<https://m.mydccu.com>) into the browser or your Internet-enabled wireless device and then log in using your Account Number and Password.

Q: Once entering my Account Number and Password it says "We are unable to verify your device using your unique identifier. If you are not at your authorized device, you may still access your account information by entering the secondary password." How do I proceed?

A: In order to authenticate the device you are using you must supply your secondary password, just as in Home Banking. If the device you are using is trusted and you will access Mobile Banking with the device in the future you may choose to authenticate the device. If the device is not trusted it may be more secure for you not to authenticate at this time, you may still proceed to login.

Q: Who is DCCU's Mobile Banking application service provider?

A: Mshift powers DCCU's Mobile Banking. For more information on Mshift visit www.mshift.com.

Q: Which mobile devices are supported by DCCU's Mobile Banking?

A: You can access Mobile Banking from any Internet-enabled mobile phone (such as WAP phones), PalmOne OS device, Pocket PC device, or RIM Blackberry device. Note: The devices must have an Internet connection. NOTE: Data charges by your mobile phone provider may apply, and are the responsibility of the mobile phone owner.

Q: How does DCCU's Mobile Banking handle security?

A: DCCU's Mobile Banking is encrypted using the Wireless Transport Layer Security (WTLS) protocol, which provides the highest level of security available today. Additionally, all data that passes between the wireless gateway, Mshift's servers and DCCU's web servers is encrypted using Secure Socket Layer (SSL).

Q: Is there a fee to use DCCU's Mobile Banking?

A: DCCU's Mobile Banking is at no cost to our members. Data charges by your mobile phone provider may apply, and are the responsibility of the mobile phone owner.

Q: What services does DCCU's Mobile Banking include?

A: DCCU's Mobile Banking includes the following online services:

NOTE: Data charges by your mobile phone provider may apply,
and are the responsibility of the mobile phone owner.



P.O. Box 1365, 140 Lucy Lane
Waynesboro, Virginia 22980
540.946.3200 Toll Free: 800.245.8085

- Account summaries
- Account transaction history
- Transfers
- Pay bills using Bill Payer
- View pending bill payments
- Cancel pending bill payments
- View bill payment histories
- Find an office location
- Find a DCCU ATM
- Updated rates

Q: What happens if I get locked out of DCCU’s Mobile Banking?

A: You must visit DCCU’s Home Banking site from your PC to reset your password. You will need to specify your new password on DCCU’s Home Banking via your PC. For security reasons, you may not specify your new password on DCCU’s Mobile Banking. Once your password is set up on your PC, you may use your Account Number and Password to immediately log in to DCCU’s Mobile Banking.

Q: Can I use DCCU’s Mobile Banking if I don’t have a DCCU account?

A: No. You must have a DCCU Account Number and Password in order to use Mobile Banking. Visit www.mydccu.com to open an account today!

Pocket PC Devices

Q: I am able to view the home page of DCCU’s Mobile Banking on my Pocket PC, but when I attempt to log in I get an error message.

A: When you attempt to gain access to a secure Website from Windows CE, you may receive the following error message:

“Unable to establish secure connection”

Microsoft Pocket Internet Explorer may issue either of the following error messages:

“The page you are looking for cannot be found” or “Unable to establish secure connection”

To resolve this issue, update to the Microsoft High Encryption Pack for Pocket PC. This add-on supports MD% certificates with the new hashing algorithm. For information about how to update to the Microsoft High Encryption Pack for Pocket PC, www.microsoft.com to view the Microsoft Website, Download the needed file, and then synchronize your pocket PC.

NOTE: Data charges by your mobile phone provider may apply, and are the responsibility of the mobile phone owner.



P.O. Box 1365, 140 Lucy Lane
Waynesboro, Virginia 22980
540.946.3200 Toll Free: 800.245.8085

PalmOne Handhelds

Q: How do I access DCCU's Mobile Banking on my Palm?

A: First, please ensure that your PalmOne handheld has an Internet connection via a wireless Internet service provider (Wireless ISP). Once you verify that you can connect to the Internet, you can access DCCU's Mobile Banking by simply entering the following URL into your browser: <https://m.mydccu.com>.

RIM Blackberry Phones

Note: Some Blackberry devices automatically add the 'www' before the address: m.mydcc.com. The www would need to be removed as the address has no www before it.

Q: How do I access DCCU's Mobile Banking on my RIM Blackberry Pager?

A: You must ensure that you have a browser, such as the Go. Web browser, installed on your RIM Blackberry. If you are not sure if your RIM Blackberry has a browser installed, please check with your service provider. Once you verify that you have a browser, you may simply enter our URL in your browser: <https://m.mydccu.com>.

Q: Why am I unable to log in using my Blackberry phone?

A: Please check the setting on your Blackberry phone to ensure it is enabled to browse Secure/SSL sites.

Q: When I attempt to go to <https://m.mydccu.com> I get an error message.

A: You may get the message "Access Denied: Insecure SSL Request" when clicking on More Info, you may also receive the following message: "Your MDS has been configured to deny SSL requests to servers that have certificates which can be modified in your TLS Options. Contact your system administrator with any questions." If you receive these messages, change your Blackberry Options setting as follows: Select Options, then TLS; under the TLS Default, select Change Option to "Handheld," not "Proxy."

NOTE: Data charges by your mobile phone provider may apply,
and are the responsibility of the mobile phone owner.



P.O. Box 1365, 140 Lucy Lane
Waynesboro, Virginia 22980
540.946.3200 Toll Free: 800.245.8085

Mobile Phones

Q: I keep getting locked out of my account when I try logging in on my mobile phone. Why doesn't it accept my log-in information?

A: Using your mobile phone to enter data takes a little practice. Passwords are case sensitive; make sure you are entering your password exactly as it is set up. If your password begins with a lower-case letter, you may need to use your phone's shift key to change the default from upper case. In addition, some phones require extra shift key presses to enter numbers instead of letters.

Q: Why can't I see the first few transactions of my account history using my mobile phone?

A: Due to the screen size on the mobile phone, only a limited amount of information can be displayed. Some mobile phones take you to the middle or bottom of a new page instead of the top. To make sure you are at the top of the page, use the up arrow key on the phone to scroll all the way to the top of the page. If you want to view more information below, use the down arrow key to scroll down until you come to a "More" link. When you click on "More," it will take you to the next page of information.

Q: How do I know if my phone is web-enabled?

A: If you have a MiniBrowser, MicroBrowser, or Wireless Web on your phone's main menu, then it is web-enabled. Contact your mobile phone provider to confirm that your phone is web-enabled and that the service is activated.

NOTE: Data charges by your mobile phone provider may apply,
and are the responsibility of the mobile phone owner.