

Now Available:

Manage Your Personal & Business Accounts — All on One App

We've simplified how you access your Redstone accounts, whether business or personal! Securely manage your Redstone personal and small business accounts from your mobile phone or tablet using the same Redstone Mobile Banking app. Plus, continue to enjoy all the same great features you've come to rely on within business banking.

Follow these easy steps to get started:

1. Uninstall the previous Redstone Business Mobile app from your device.
2. Download the latest app from your app store by searching "Redstone Federal Credit Union" or click the button for your app store.
3. To access your business accounts, sign in using your **existing** business online banking credentials.



Questions? Explore the FAQs below for guidance on accessing your personal and business accounts within the same mobile banking app. If you need further assistance, feel free to drop us an email at bbervices@redfcu.org or give us a call at 256-327-1104, option 3. We're here to help!

Business Mobile App FAQs

Which Redstone Federal Credit Union Mobile App Do I Use?

- Access your business and personal account using one single mobile app, now available in the [Apple](#) and [Google Play](#) app stores.
- Credentials can be saved for one business and one personal online banking account.



What If My Personal Online Banking Credentials Are Saved With Biometrics/Face ID, But I Haven't Logged In Using My Business Credentials?

The app will automatically log into your personal accounts if biometrics/face ID is enabled.

Follow the steps below to access your business accounts:

1. Log out of your consumer account.
2. Clear the username used for your personal account (*save bar should remain green/saved*).
3. Log in using your business username and password.
4. Complete the Multi-Factor Authentication (MFA) steps for verification.
5. Turn on biometric authentication for login (*optional*).
6. Log out of business account to access consumer accounts.



Can I Access My Personal And Business Accounts With The Same Credentials?

No, you will need to continue using separate login credentials to access your personal and business accounts on the app. Continue to use your existing personal and business account credentials.

What If I've Successfully Logged In To My Personal And Business Mobile Banking Accounts Using Biometric/Face ID?

The app will automatically log in using the last credentials used (*business or consumer, as applicable*).

To switch platforms:

1. Log out of the current session.
2. Use the icon above the Redstone logo to select saved credentials.



The app will use biometrics/face ID to login.

What If I Don't Use Biometrics/Face ID?

- You will need to enter your password if you do not have biometrics or Face ID enabled.
- The Save slide bar only saves the username.
- The multi-icon can be used to switch between saved usernames.
- Only one personal and one business mobile banking username can be saved.

What if My Business Credentials Are Not Working in the App?

- Ensure you're using the latest version of Redstone mobile app to log in using your business credentials.
- The version of the app can be viewed using the following path:
More (*bottom right of app*) > Settings (⚙️ – *upper right of the app*) > Version.
- To update, visit your app store, search "Redstone Federal Credit Union," click the Redstone Federal Credit Union icon, and hit update.
- For further assistance, email bbservices@redfcu.org or give us a call at 256-327-1104, option 3.

What If I Don't Have A Personal Account At Redstone?

- Simply log in using your existing business credentials.

What If I Have Multiple Business Logins?

- Only one set of business credentials can be saved. Please reach out to a team member for additional assistance if you have multiple logins.

Must have Business Online Banking service, username, and password to access mobile banking. Not all features of online banking are currently available in the mobile version; watch for future updates. Standard wireless carrier text message and/or data rates and fees may apply; check with your provider for more information.

