Frequently Asked Questions (FAQ)

Q. Can I set-up more than one biometric authentication option?

Yes, you can decide which biometric authentication options you want to use. You can set-up one, a few, or all of them.

Q. Where do I set-up Biometrics for my online banking?

You can set-up biometrics in the latest version of the Kellogg Community Credit Union mobile app. You will find the biometric options on the login screen for online banking. To get to this screen click on either the "Locked" or the "My Accounts" icon in the main menu.

Q. What do I need to set up Biometrics?

You will need the latest version of the Kellogg Community Credit Union mobile app. You will also need to know your username, password and security question for online banking.

Q. Is there a certain phone needed to support this feature?

No, the biometrics are compatible with both Android and Apple devices. If your device is compatible with mobile banking, you will be able to use the biometric logins. However, if your device does not support a biometric option, it may not be available.

Q: I have multiple accounts at the credit union. Can I use biometrics with all my accounts?

You will only be able to use biometrics to login to one of your accounts per device.

Q: Are biometric options more secure than ID/password/security questions?

Biometrics have the same vulnerabilities that passwords do today. Biometrics are not about enhanced security, but more about adding convenience for the user.

Q: How do I remove the biometrics from my app?

To remove the biometrics from the app go to the "More" option in the main menu and select "Settings & Info". If you want unenroll from all biometrics options select "Reset App Data". If you only want to unenroll from a single biometric option or two then select "Authentication Options" and change the switch to the "off" position in the biometric option(s) you wish to disable.

Q: Will I have to login the same way every time or can I switch between the different logins?

You are not required to login the same way every time. You can use different biometrics, or you can use the standard username, password, and security question login. Your login screen will automatically default to the last biometric feature that used.

Q: Can I lock myself out of the face recognition, PIN, voice recognition or fingerprint login process?

After several failed biometric authentication attempts, you will be temporarily locked out of authenticating with any biometric option, regardless of which biometric authentication caused the lockout. Click "Temporarily Locked," to read a message stating that you have exceeded the allowed attempts and are temporarily locked. You can still login using the traditional username, password and security question option.

A full FAQ can be found in the KCCU Mobile App. Simply go to "Settings & Info" then select "Authentication FAQ".