

Mobility App Instructions

Due to our data processor making some upgrades, our current mobile app will no longer work after June 9th. On June 9th we will have a new app available in the app stores.

FAQ's

1. What do I need to do?

On June 9th, you will need to download our new mobile app through your device's app store.

2. Where do I go to download new mobile app?

You can find the link to the new app on the website or by using your current mobile app and navigating to the messages or news tab. Then choose either the Google Play or Apple App store to be redirected to the new app. If you search for the app in the app stores you can find it by typing **Johnsonville TVA Employees CU**.

3. Are my login credentials changing?

No, your login credentials will remain the same.

4. Do I need to delete my old mobile app?

Yes, please delete your old mobile app to avoid confusion for the future.

5. Is anything else changing?

Yes, our data processor is upgrading the Home banking and Bill Pay systems we are currently using. The dates for the Home banking and Bill Pay upgrade are set for June 16th 17th and 18th. We will provide separate instructions for the Home banking and Bill pay changes.