

# FAQs

## Online / Mobile Access

Registering for REX Online and REX Anywhere gives you access to your account from anywhere. Here are some of the most frequently asked questions about online/mobile access.

### FAQS - GENERAL

#### What is REX?

REX is the name of our online platform that gives you direct access to your FECA accounts. Currently there are 2 separate services: **REX Online** which allows you to login to your account from fecca.com and **REX Anywhere** which activates the mobile app. To use the mobile app, you must register for **both** REX Online and Rex Anywhere.

#### What online services do you recommend?

There are several services within REX that we see as essential:

##### REX Online:

- Current member email, phone, and address
- Forgot Password
- Enable REX Anywhere
- E-mail Statements
- Online Bill Pay
- Overdraft Protection
- Account Alerts

##### REX Anywhere

- RAD (REX Anywhere Deposit) – Mobile check deposit
- Text Alerts
- Select Accounts

### FAQS – LOGIN & CREDENTIALS

#### How do I access REX?

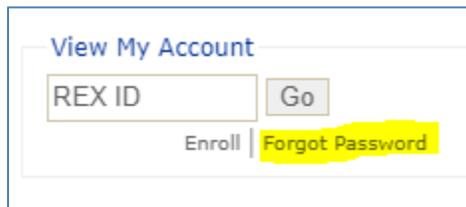
Go to fecca.com. In the upper right corner is a “View My Account” box. This is where you login or enroll. If you have already enrolled, enter your REX ID and click “Go.”

#### What is a REX ID?

Your REX ID is simply your username. Each member will create their own unique name when they enroll.

### What if I forget my password?

REX has a “Forgot Password” feature that will email you a temporary password if you’re ever locked out of your account. To enable this feature, set up a security question and answer set under the “Options” tab. Enter a Password Reset Question and answer that you will remember and click the “Submit” button at the bottom of the page.



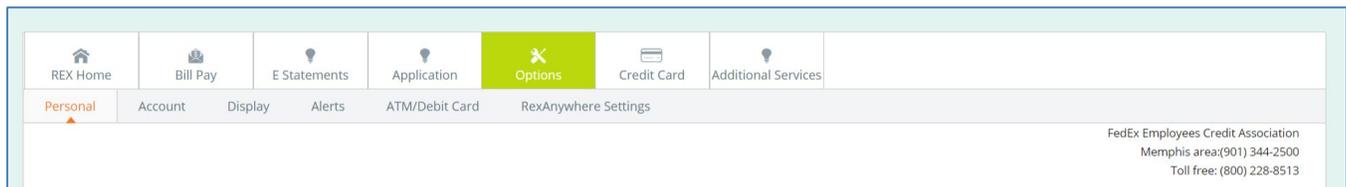
View My Account

REX ID

Enroll | **Forgot Password**

### I clicked on “Forgot Password” but did not receive a reset email.

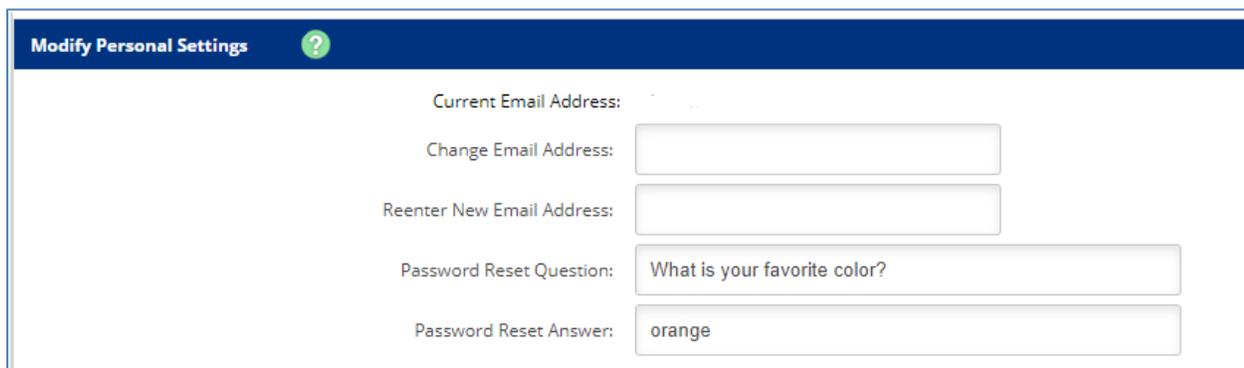
You have not set up a security question. Our Forgot Password feature is self-enabled for security purposes. When you have access to your account, click on the Options tab and the personal Sub-tab. Under Modify Personal Settings, enter a Password Reset Question and Answer, then click the “Submit” button at the bottom of the page.



REX Home | Bill Pay | E Statements | Application | **Options** | Credit Card | Additional Services

Personal | Account | Display | Alerts | ATM/Debit Card | RexAnywhere Settings

FedEx Employees Credit Association  
Memphis area:(901) 344-2500  
Toll free: (800) 228-8513



**Modify Personal Settings** ?

Current Email Address:

Change Email Address:

Reenter New Email Address:

Password Reset Question:

Password Reset Answer:

### I enrolled in REX successfully but did not receive email.

Make sure you clicked on the SEND LINK button, for the email to be sent.



**I received the confirmation email, but it states that I am not using the same browser or pc, when I enrolled.**

You must use a computer or laptop when you access our full site. Our online account portal is not built for mobile or tablet devices, when in use full access may be intermittent. If you are using a VPN connection, please access the site outside of the secure network. For security purposes, your IP address is being tracked and when you use a VPN, it cannot be tracked.

**How do I update my address or my email address?**

To change your contact information, click the "Additional Services" tab and next to "Contact Information," click "Continue." Fill in all the information and click "Submit."

**How do I begin using the mobile app?**

Log in to your account online and select "Options," then select "REX Anywhere Settings." Following the enrollment prompts (enter your mobile phone number, select your wireless provider, select each account you wish to access, etc.) Once enrolled, you'll receive a message prompting you to download our app at your store.

## **FAQS - PAYMENT SERVICES**

**How do I enroll in Online Bill Pay?**

"Bill Pay Auto Enrollment" is located under the "Additional Services" tab. Just follow the prompts to enroll. A draft (checking) account is required for this service.

**How do I make an online loan payment?**

From the REX Home screen, locate your loan account and click the dropdown to its immediate right. Choose "Transfers," then follow the prompts for the "from" and "to" accounts (the "to" account will be your loan account), the amount and payment frequency. Click "confirm."  
*Click "edit" if you need to make changes; only click "Cancel" if you choose not to proceed with the payment.*

**How do I make an online Visa payment?**

From the REX home screen, locate your Visa account and click the dropdown to its immediate right. Choose "Transfers," then follow the prompts for the "from" and "to" accounts (the "to" account will be your Visa account), the amount and payment frequency. Click "confirm."  
*Click "edit" if you need to make changes; only click "Cancel" if you choose not to proceed with the payment. Payments made online before 3:00PM Central will be posted overnight.*

*The payment can also be made by simply clicking the Transfer tab. Beside all share and loan accounts, not VISAs there is a drop-down menu with options; Credit Card tab.*



## FAQS – CHECK SERVICES

### **Can I deposit checks from the mobile app?**

Our mobile deposit service must be turned on. Within the app, under “Deposits,” follow the registration prompts to enroll. You will be able to make your first deposit within 24 hours after registering.

### **How do I find and view an image of a cleared check?**

Click on the Transactions tab and then Search tab.

### **How do I stop payment on a check?**

Locate your checking account from the REX Home screen and click the dropdown menu to its immediate right. Selected “Stop Payments,” and follow the prompts (you will have the option to stop payment on a single check or a range of check numbers).

*The stop payment feature is for paper drafts only; applicable fees will be displayed on the screen.*

## FAQS – TRANSFER SERVICES

### **How do I make transfers to and from my FECA account/s to accounts at other financial institutions (FIs)?**

From the REX Home screen, click “Messages” in the upper right-hand corner and click “Request FI to FI Transfer” service. We’ll activate the service and send you a message within REX when it’s done. Then you’ll simply click on the “FI to FI Transfer” tab and fill out the information for your other FI (you will need the FI’s routing number and the account number at the other FI). Finally, you will be prompted to complete a verification procedure to grant access to the external account before you are able to begin your transfers.

### **How do I transfer funds between my FECA accounts?**

From the REX Home screen, locate the account you wish to transfer from and click the dropdown menu to its immediate right. Choose “Transfers,” follow the prompts for the “to” account (entering the amount, frequency and transfer date). Click “Submit,” then “Confirm.”

*Click “edit” if you need to make changes; only click “Cancel” if you choose not to proceed.*

*Remember: your share (savings) accounts are non-transaction accounts, meaning there are federal regulations in place (Regulation D) that limit the number of electronic transfers you can make in a month. See our Membership Booklet for limitations.*



## FAQS – MISCELLANEOUS

### **How do I check my account, loan balances, and obtain payoff info?**

Available balances appear on the REX Home screen in green. For payoff on a loan, click the dropdown menu to the right of the loan account and choose “account info.”

The payoff displayed is as of the date you are viewing. For a different date, please call our Contact Center.

### **How do I turn on text messages?**

Login to your account at [fecca.com](http://fecca.com). Click on the “Options” tab. Under “Rex Anywhere Settings”, select “Text Message Settings.” Check “Enable text access for your mobile device”, enter your mobile number, and select the account options you would like to access.

### **Are account alerts available?**

You can set up email alerts for loan payments, payment confirmation, and even reminders for custom events, such as birthdays. Go to “Options” and click the “Alerts” sub-tab. Schedule the alerts you wish to receive, and you’ll receive a text confirmation once they’re set.

*Service provider charges may apply.*

### **How do I request information, ask a question, or send a message?**

To send a secure message, once logged in, click “Messages” in the upper righthand corner. Select the “New” tab at the top of the Home screen to contact us via our secure messaging service.

For questions, call (800) 228-8513 or (901) 344-2500 (from the Memphis area). You may also email us at [esolutions@fecca.com](mailto:esolutions@fecca.com), or submit a question from the “Contact Us” page at [fecca.com](http://fecca.com).