FedEx Employees Credit Association

Online/Mobile Access
REX User Manual

Important: Before beginning, make sure you know your account number and have your current mobile number and email address on file with us.

New REX and REX Anywhere Banking

What is new in the REX online banking system?

We think you will enjoy the convenience of:

- Single sign-on for REX and REX Anywhere
- Consistency across all devices
- Logging in with two-factor authentication
- Adding notes, tags, and pictures to your transactions

Plus, check out what's coming to our new REX Anywhere app

- Easier access to credit card, mortgage and bill pay information
- Manage external transfers, mortgages, and multiple account profiles.

Why did REX and REX Anywhere change?

You spoke and we listened. We are now simplifying our REX and REX Anywhere into one platform. Our new online and mobile experience provides convenience with enhanced security, new features, and functionality.

Will I need to download a new version of the REX Anywhere app?

Yes. The new version of the app is available on Apple's App Store and Google Play for Android beginning 10/18/21.

Do I need to re-enroll in REX Online on the new system?

There is no need to enroll in REX Online if you have previously enrolled in REX Online Banking. Log in with your existing REX credentials on either fecca.com or the new REX Anywhere mobile app. If you are having trouble logging in, you can reset your password to recover access to your account.

If you have **not** previously used REX online banking, then you will have to go through the enrollment process.

Is text banking still offered?

Text banking is no longer available and has been replaced with digital banking through a secure online and mobile experience.

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Logging In

How do I access REX or REX Anywhere?

You can access the new REX or REX Anywhere and your account on a desktop, laptop, mobile phone, or other internet-accessible device. Simply log in with your existing digital banking credentials to both online and mobile banking. There are two access points:

1) Visit our website www.fecca.com and click Log In to get started
2) Download the new REX Anywhere app from the Google Play or Apple Store

Note: You will not be able to access the website via old bookmarks or the previous REX Anywhere app.

What is 2-Factor Authentication and why is it used by the REX and REX Anywhere system?

Two-Factor Authentication is a security measure that allows you to request a one-time access code to log in to REX and REX Anywhere. The code enhances the security by creating an added layer on top of your unique username and password. This security process helps to verify you and better protect your credentials and the accounts you can access.

When I log into REX or REX Anywhere, do I need to get a confirmation code every time I log in?

No. Check the "Don't ask for codes again on this computer" box if you do not want to receive a confirmation code or phone call each time you log in. If you prefer to input a confirmation code with each use, you can leave the box unchecked or use the 2-Factor Authentication app to deliver the code.

Note: If you ever want to remove a device and reset your security settings, you can change them in settings once logged in to REX.

How can I log in to REX or REX Anywhere if I cannot get a verification code through text message?

Two-Factor authentication uses a unique one-time access code to verify identity and log on to digital banking. If you are unable to receive text (SMS) messages, you can choose to receive your access code via a phone call.

- On the verification code screen click Try another way located beneath the Verify button
- Select Phone Call and click Next
- You will receive an automated phone call that will provide your access code (Have a pen and paper ready)
- Return to the verification code screen
- Enter your access code and click Verify

If you are still having trouble, contact FedEx Employees Credit Association to ensure we have the correct phone number on file.

Can I use an email for two-factor authentication?

An email and a phone number are required for the two-step authentication. You will provide the phone number for authentication. The one-time access code will be sent via text or phone call. The phone number must match our records for the additional security layer to work correctly.

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Why am I getting the REX or REX Anywhere error: "Your account needs attention"?

This error is present during the log in process and typically means that your account has been locked. This can happen for a variety of reasons but is easily resolved. Please contact us via phone, (800)228-8513 or from the Memphis area, (901)344-2500 or select the CHAT option at the bottom of or web page, www.fecca.com, for assistance unlocking your account.

Why am I getting the REX or REX Anywhere error: "Please verify your information and try again"?

This error is present during the log in process and typically means that your credentials didn't match our records. Try entering your credentials one more time. If the error persists, please contact us via phone, (800)228-8513 or from the Memphis area, (901)344-2500 or select the CHAT option at the bottom of or web page, www.fecca.com, for further assistance.

Why am I getting the REX or REX Anywhere error: "Oops: The information you provided doesn't match what we have on file."?

This error is present during the log in process and typically means that your account information does not match our records. Please contact us via phone, (800)228-8513 or from the Memphis area, (901)344-2500 or select the CHAT option at the bottom of or web page, www.fecca.com, to confirm we have the correct phone number and username on record.

I'm not able to log in to REX when I click on the login button

If you use Chrome, you need to clear your cache to remove all cookies. If you need further assistance, please contact us via phone, (800)228-8513 or from the Memphis area, (901)344-2500 or select the CHAT option at the bottom of or web page, www.fecca.com.

Why am I getting the REX or REX Anywhere error: "Incorrect phone number"?

This error is present during the enrollment process and means that the phone number you entered does not match the phone number we have on file. If you have an alternative phone number, you can try again. If you would like to update your phone number in our system or need other assistance, please contact us via phone, (800)228-8513 or from the Memphis area, (901)344-2500, select the CHAT option at the bottom of or web page, www.fecca.com, or send an email to errorresolution@fecca.com

Why am I getting the REX or REX Anywhere error: "Does not meet username or password requirements"?

This error is present during the enrollment process or when updating credentials. Click on Show Rules below the username and password field to see the credential requirements.

Why am I getting the REX or REX Anywhere error: "It looks like you've already enrolled"?

This error is present during the log in process and typically means that our records show that you have previously created an account with us. If you forgot your username and password, on the log in page click Forgot? Follow the steps to recover your account.

I can't remember my username name or password

You can recover your account by going through the Forgot Password? steps.

Use these steps to recover a REX account if the member has forgotten their credentials.

1. At the sign-in screen, select **Forgot?** beneath the **Username** and **Password** fields.
2. Complete the **Username** and **Email** fields.

   TIP: Select **Try another way** to recover the account using SSN and member number. Employer Identification Number (EIN) and Individual Taxpayer Identification Number (ITIN) are also accepted.
3. After entering the account recovery information, select **Next**.
4. Follow the prompts to enter an email and phone field, Select **Next**
5. Select **Sign in** and enter credentials, or **Reset password** and select **Update**
6. Read the user agreement, and then select **Accept**.

Transfers/Transactions

How do I make a transfer between my accounts in digital banking?

To transfer between your FedEx Employees Credit Association accounts in REX or REX Anywhere:

- Log In
- Click Move Money > Transfers > Make a Transfer on REX **or** tap the slide out menu > Transfer > Make a Transfer in the REX Anywhere app
- Select your To and From account and amount
- Click More Options to change the frequency and date if desired
- Click Submit

Will my previously created scheduled transfers still work in the new digital banking system?

Yes, all existing scheduled transfers in the previous digital banking system have been moved to the new system.

Where can I view pending transactions on my account?

- Log in
- Select the account you are needing to view
- To view all account activity, view the Activity tile **or** Transactions in the REX Anywhere mobile app

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How do I search for transactions in digital banking?

Account transactions can be searched in digital banking by amount, date, tags, etc.

REX:

- Log in
- Click **Accounts**
- In the Accounts section, select the account you would like to search
- In the Activity section, select the magnifying glass icon
- Click on the Search and sorting options to open **Advanced Search** in digital banking
- On the Advanced Search window, you can select specific search filters and select **Search**

REX Anywhere:

- Log in
- Select your account you want to search
- Select Transactions
- Tap the magnifying glass icon

How do I add a tag, note, or image to a transaction in digital banking?

You can add notes, tags, and images to any transaction inside of digital banking. To begin:

- Log in
- Click on any account
- Click on Transactions (in mobile)
- Select the Transaction you wish to edit and pull up the transaction's details page
- Click on the appropriate icon for one of the following:
    - Add Tags
    - Add Notes
    - Add Images
- Follow the on-screen prompts to update the transactions
- Close the transaction detail page or tap < Transactions in mobile

Any tags, notes, and images attached to transactions will be accessible on all devices when you log in to digital banking in the future.

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How do I download transactions in digital banking?

Account transactions can only be downloaded in REX online.

- Log In
- Click **Accounts**
- In the Accounts section, select the account you like to download transactions for.

- On the **Download Activity** window, select the **Date range** and **File Type** and click **Download.**
  Available file types include:
  - Open Financial Exchange (OFX)
  - Spreadsheet (CSV)
  - Quicken (QFX)
  - QuickBooks (QBO)
  - Text file (TXT)

How do I print transactions in digital banking?

Account transactions can only be printed in REX online.

- Log In
- Click the Accounts tab
- In the Accounts section, select the account
- On the Activity section, select the printer icon. Only transactions that show in the Activity section will print.
- A print screen appears with a print preview and print configuration options.
- Using the dialog, configure the print settings and select Print.

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iPay

What is iPay?

iPay allows you to pay anyone, anywhere right from your computer or mobile phone. There is no limit to the number of bills you can pay, and this service is free to all members with a checking account. iPay is offered through REX or REX Anywhere. However, you must enroll in iPay from a desktop or laptop.

How do I pay a bill in digital banking?

You can use REX or REX Anywhere to pay a bill or pay a person.

- Log in
- Select Move Money > Payments or Tap Pay under your account in mobile
- If it is your first-time using Payments, it will ask you to enroll, click Enroll
- Select Pay a bill or Pay a person (online only)
- Select the merchant or person you would like to pay
- Select an account to take funds from, and then input the Amount
- If you would like to set the date for the payment, Select More options and select the desired date
- Select Submit

How do I pay a person (Person-2-Person payment) in Rex and REX Anywhere?

You can use digital banking to pay a bill or pay a person.

- Log in
- Select Move Money > Payments or tap Pay under your account in mobile
- If it is your first-time using Payments, In REX it will ask you to enroll, click Enroll (This can only be done on a desktop or laptop.)
- Select Pay a person > Person to pay (To add a new person, select Add another person and fill out the necessary information) or Select the person to pay in mobile
- Select an account to take funds from, and then input the Amount
- If you would like to set the date for the payment, Select More options and select the desired date
- Select Submit

Are my iPay accounts being transferred automatically or do I need to set them up again in the new digital banking?

iPay accounts will be automatically transferred and do not need to be set up again.

Will my scheduled payments carry over to the new digital banking?

Any scheduled bills will be paid as scheduled and scheduled payments will carry over to the new digital banking experience.

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Messages

How do I send a message in digital banking?

Whatever device you are on, it's easy for you to start a secure conversation with FedEx Employees Credit Association

- Log in to digital banking via the **Login** button on the website or via the REX Anywhere mobile app.
- From a desktop, click on the **envelope icon** in the upper right-hand corner of digital banking or select **Conversation** from the dashboard of mobile banking.
- Click **Start a conversation** or click the conversation icon on mobile.
- Type your message and click **Send.**

A member service consultant will respond shortly, Mon thru Fri, 7:30 a.m. to 5:30 p.m. Central Standard Time, excluding holidays.

Transacting with another Financial Institution (FI to FI)

Do I have to set up my FI to FI transfer again on the new REX and REX Anywhere platform?

FI to FI external accounts will be automatically transferred and does not need to be set up again.

How do I set up a new FI to FI transfer?

You can make transfers between your credit union accounts and other financial institutions once an external account has been verified.

To add an external account:

To set up an external transfer on a desktop:

- Log in to Digital Banking
- Click on **Move Money**
- Click **Transfers**
- Click **+External Account** to set up a new linked account
- Confirm a deposit amount into your other financial institution
- Finally, schedule a new one-time or recurring transfer

To set up an external transfer on the app:

- Click **Settings**
- Click **External Account** to set up a new linked account
- Confirm a deposit amount into your other financial institution
- Finally, schedule a new one-time or recurring transfer

Please note: Transfers to another financial institution may take 3-5 business days to process.

FedEx Employees Credit Association

Alerts

Will my previously created account alerts work in the new REX and REX Anywhere system?

Alerts will need to be re-entered in the new system. To set up alerts in digital banking:

1. Log in
2. Select the account you would like to set up an alert for
3. Click Alert preferences in the menu or Manage alerts in mobile
4. In the Balance alerts section, select Add alert.
5. Select Above or Below, and then input a dollar amount.
6. In the Alert/Notify by field, select Email, Text message, or In-app message.
7. Select Add Alert to save the alert
8. Repeat steps for Transaction alerts

How do I delete an alert in REX and REX Anywhere?

Alerts can be deleted at any time in digital banking.

- Log in
- Select the account you would like to edit up an alert for
- Click Alert preferences in the menu or Manage alerts in mobile
- Under Alerts
    a. Click Edit next the alert you would like to change
    b. Click the Trashcan icon or click Remove in mobile

How do I edit an existing alert in REX and REX Anywhere?

Alerts can be edited at any time in digital banking.

- Log in
- Select the account you would like to edit an alert for
- Click Alert preferences in the menu or Manage alerts in mobile
- Under Alerts
    a. Click Edit next the alert you would like to change
    b. Change your criteria for the alert
    c. Click Save

eStatements

Will I need to re-enroll in eStatements with the new REX and REX Anywhere?

You will not have to re-enroll in eStatements. If you have not yet enrolled in eStatements, we encourage you to do so. The new digital banking site will make accessing your account and statement information easier than ever.

How do I view my account statements in REX and REX Anywhere?

Account statements can be downloaded from REX and REX Anywhere. These are only available for accounts already enrolled in eStatements.

- Log In
- Click on any account listed
- Click on e-Statements from the Account Details page in the options menu

REX Anywhere Deposit (RAD)

Will I have to re-enroll in REX Anywhere Deposit (RAD)?

You will not have to re-enroll in RAD. If you have not yet enrolled in RAD, we encourage you to do so. The new digital banking site will make accessing your account and statement information easier than ever.

How do I make a REX Anywhere Deposit (RAD) in digital banking?

RAD is available for all accounts, but you must enroll first. RAD can only be done through the mobile app. However, you can view images of deposited checks in both REX and REX Anywhere.

- Log in
- Select Deposit under your account OR select Deposit Check from the slide out menu in the mobile app
- Click Enroll Account and go through the sign-up steps
- Once your request has been processed and approved, tap Deposit a Check
- Enter the check amount
- Tap Continue
- Select the account to deposit to
- Take a picture of the front of the check and tap continue
- Take a picture of the back of the check and tap continue
- Verify the information and tap Submit

Are there limits on the dollar amount and number of Rex Anywhere Deposit (RAD) I can submit?

REX Anywhere Deposit limits are based on the type of checking account you have. These limits include a daily dollar amount and number of items deposited daily. If you have specific questions, come in or call FedEx Employees Credit Association, (800)228-8513 or from the Memphis area, (901)344-2500.

What should I do with my checks after using Rex Anywhere Deposit (RAD)?

You should retain the check for fourteen days after the deposit has posted to your account. After that time, you may shred it.

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Card Management

How do I block my debit card in REX and REX Anywhere?

Blocking your debit card is easy in digital banking. It's just as easy to unblock it as well!

- Log in
- Under the Card Management tile, click the toggle slider to turn the desired card off
- If you wish to turn the card back on, simply click the toggle next to the blocked card to turn it on

Reorder Checks

How do I re-order checks in REX and REX Anywhere?

Checks can be re-ordered through digital banking.

- Log in
- On the dashboard click on your checking account from the account list
- On the account details page, from the options section click on the Reorder checks link

Updating Information

How can I change my phone number, email address, or primary address in REX and REX Anywhere?

You can update your phone number, email address, or primary address in REX and REX Anywhere.

- Log In
- Click on the User Profile icon and click Settings
- Click Edit next to your phone, email, or address
- Verify your password
- Edit your contact information
- Click Save

Phone and email updates will happen immediately. All address updates will be reviewed by a member service representative and you may be contacted for additional information.

FedEx Employees Credit Association

How do I change my username or password in REX and REX Anywhere?

You can change your username or password at any time in REX and REX Anywhere.

To change username:

- Log in
- Select your username icon in the top right corner or menu in mobile banking
- Select Settings and then select Security option on the left side menu
- In the Username field select Edit
- Enter your current password when prompted
- Change your username and select Save

To change password:

- Log in
- Select your username icon in the top right corner or menu in mobile banking
- Select Settings and then select Security option on the left side menu
- In the Password field select Edit
- Enter your existing password, and then enter a new password
- Select Save

How do I rename or personalize an account name in REX and REX Anywhere?

You can rename any account in REX and REX Anywhere.

- Log in
- Select an account from the Accounts section
- Select Settings from the options menu
- Next to the account name, select Rename
- Type the new name, and then select Save

How do I change the order my accounts are displayed in REX and REX Anywhere?

You can rearrange the order your accounts display in REX and REX Anywhere to reflect the sequence you want.

- Log In
- From the Accounts click on the three dots and click Organize Accounts in online **or** click the opposing arrows in mobile
- Drag and drop the accounts to rearrange the order
- Click Done

Using Quicken

What do I have to do to update Quicken after the REX or REX Anywhere update?

For the first time logging in to Quicken after the digital banking update, you will need to reconnect all accounts in order to reactivate your feed. You will need to do the following actions on Quicken:

- Log in to the new online banking system first to verify access and set up Two-Factor Authentication
- Log in to your Quicken software
- **Always take a back-up of your software before performing any new action**
- Find the account you wish to update
- Click the Actions option on the account
- Click Edit Account details
- Select Online Services and Reset Account or Deactivate/Reactivate account
- Ensure that you are using Express Web Connect option (Direct Connect is not supported)
- Insert your username and password
- Select how you would like to receive your one-time passcode
- Complete the setup and review your transactions

You may have to perform this action for each share on your account in order for all of them to link.

Misc. REX

Which Internet browsers can I use to access my accounts online?

Recommended browsers (current major release):

- Microsoft Edge
- Firefox
- Safari
- Chrome

Note: Microsoft no longer supports Internet Explorer versions older than 11.0, and security updates are not available. Please download one of the browsers listed above.
Safari versions below 10.1.2 are not compatible with the initial log in process. To complete the initial log in process, upgrade to the latest version of Safari, or use Chrome or Firefox.

The following types of browsers and tools are not recommended for use with digital banking:

- Beta versions
- Embedded browsers within Personal or Commercial Financial Management Software

How do I log out of REX?

When accessing on a browser, click on your name at the top right-hand corner of the screen and select “Sign Out”. You will be taken to our website homepage and your session will be closed.

What is the inactivity time-out period for REX?

For your security your account will time-out after 10 minutes of inactivity.

Misc. REX Anywhere

How do I change my profile photo in REX Anywhere?

1. Tap the slide out menu, and then select **Settings**.

3. Choose to use an existing photo or use the device's camera to take a new photo.
4. On the Move and scale screen, adjust the photo placement within the frame as desired.
5. Select Done.

How do I log out of the REX Anywhere?

When you are using the REX Anywhere app, there is not a log out button to push. You can exit the app by going to a different app or your home screen. Each time you navigate away from the app, your active session is ended, which serves the function of a log out button. When you navigate back to the app, you will be asked to re-authenticate, and if you have quick access features such as FaceID, TouchID, or passcode log on, you can gain access quickly each time.

If you want to remove the connection between your device and your account altogether, you can go to the Menu > Settings > Remove Profile. This will remove all association between your account and the mobile device and app you are using. Each time you attempt to access the app after this, you will have to put in the full username, password, and 2-Factor authentication to authorize your account on that device.

What minimum software versions are required for the REX Anywhere app?

The Apple mobile app requires a minimum version of iOS 11. The Android mobile app requires a minimum version of Android 5.0.

How do I set up Touch ID for iOS?

1. Tap the slide out menu and select Settings.
2. Tap Security in the menu.
3. Tap the toggle next to Touch ID.
4. Select Enable Touch ID.

Can I customize my REX Anywhere dashboard on multiple devices?

Yes, you can!

You can customize a unique Dashboard set up for each of your devices. Changes to one device's Dashboard layout will not affect the arrangement on other devices.