

# Setting Up External Transfers on Desktop or Mobile

External account transfers from another financial institution can be initiated in Digital Banking on your Desktop and the Wheelhouse Mobile Banking App.

Here's how to get started:



## Mobile

Download our app by scanning the QR Code and login. Go to the Transfer Menu and tap on the Add Account card. You will need the **routing number** and **savings or checking account number** from the other financial institution to complete the process.



## Desktop

Go to **WheelhouseCU.com** and click on the **LOGIN** button. From the navigation menu, click **Transfer & Pay**. Go to **More Actions** and click on the **Add Account** card. You will need the **routing number** and **savings or checking account** number from the other financial institution to complete the process.

## Steps on Mobile

1

From **Transfers** menu, tap **Add Account**

2

Select **External account**

3

Choose Account type and fill in details

4

Confirm your identity with one-time passcode



Scan the **QR Code** to download our Mobile App



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Need further assistance?

Call 619-297-4835

Visit [WheelhouseCU.com/Branches](https://www.WheelhouseCU.com/Branches)



**\*Trial Deposits** - As a security measure, we will send two (2) trial deposit transactions to the external account. It could take up to three (3) business days for the trial deposit transactions to appear in your external account history. You will not be able to schedule transfers to/from your external account until the process is completed.

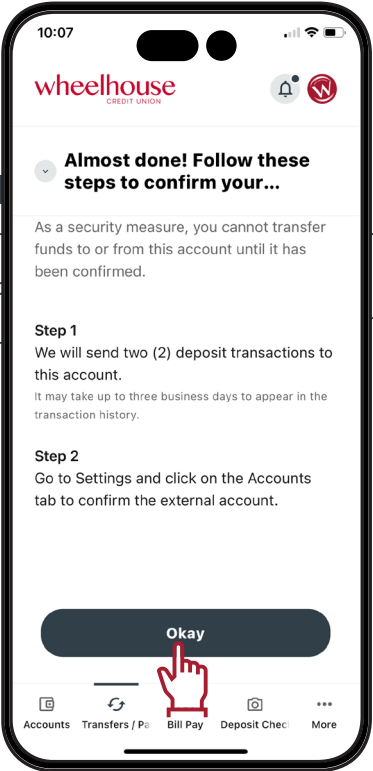
**Transfer Limits** - \$7,500 daily | \$20,000 monthly.

# Setting Up External Transfers continued

## Steps on Mobile

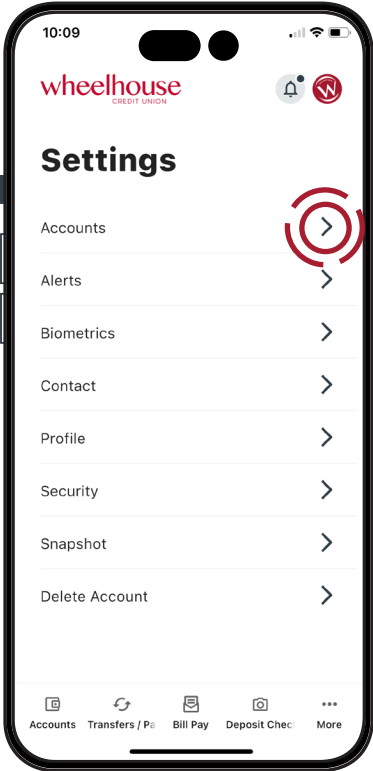
We will send you **Trial Deposits\***. Click **Okay**.

5



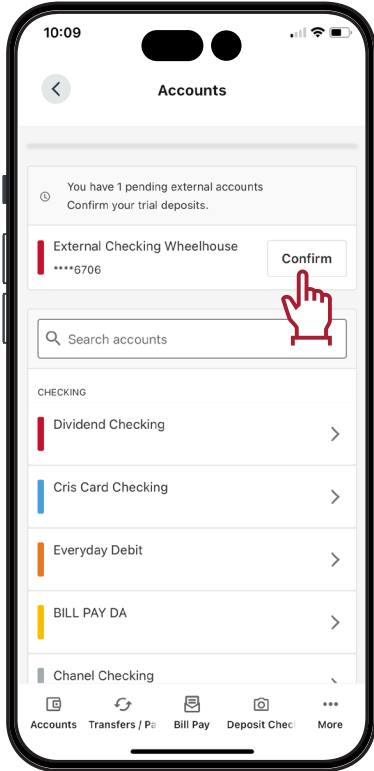
6

After Trial Deposits, go to **Settings > Accounts**



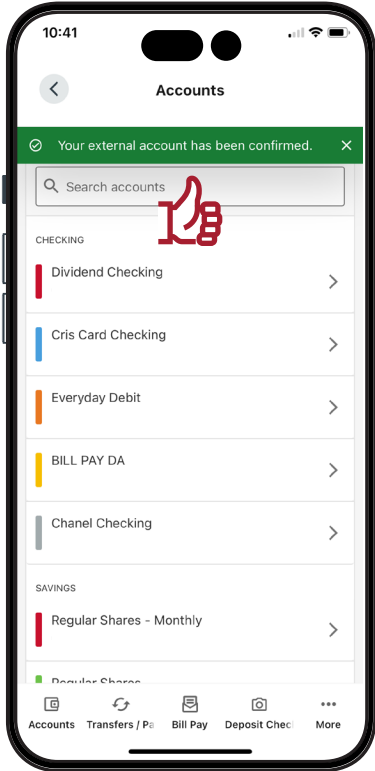
7

Tap **Confirm** and enter amounts



8

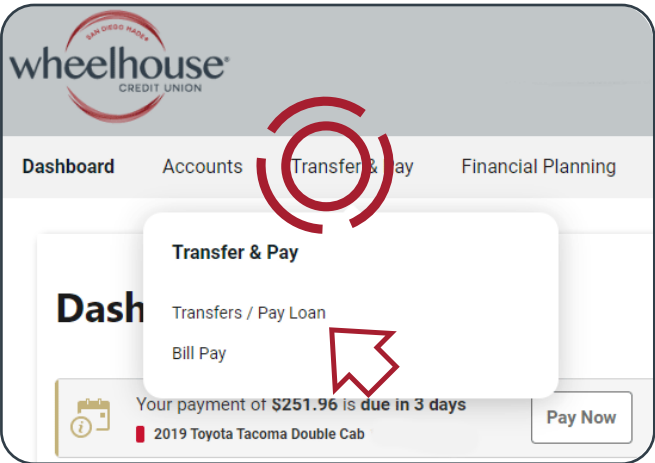
Click **Okay** and you're done.



## Steps on Desktop

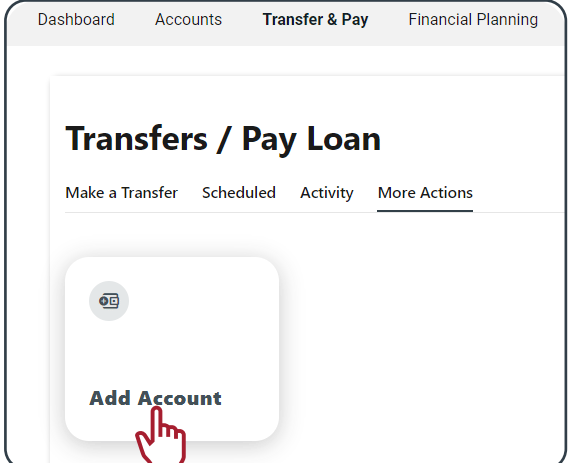
1

Click on **Transfer and Pay**.



2

Click on **More Actions** and then **Add Accounts**.



# Setting Up External Transfers

## Steps on Desktop continued

3

Select **Add an account manually**.

**Add account**

Select an option below to add a new account

**Internal account**

Send money to another WheelhouseCU member

We will send an email to the recipient notifying them of this connection.

**External account**

☒ Add an account manually

Enter your account number and routing number. Verification can take up to 3 days.

4

Select **Account Type** and fill in details.

**Transfer to and from an external account**

External accounts are the accounts you hold at other banks and credit unions.

**Account details**

Account type: **Checking**

Routing Number: 322281549

WHEELHOUSE CREDIT UNION

Account Number

Confirm Account Number

Nickname: External Checking

**Continue**

5

Confirm your identity with the one-time passcode and tap **Verify**.

**Confirm your identity**

Please verify your identity before completing this action.

Text Email Call

The code will expire in 15 minutes.

Enter code

931381

Resend code

**Verify**

6

Click **Confirm** on the Dashboard.

**Dashboard**

You have 1 pending external account

Confirm trial deposits to finish linking external accounts

**Confirm**

Or confirm Trial Deposits under **Accounts** in **Tools & Settings**.

Dashboard Accounts Transfer & Pay Financial Planning **Tools & Settings**

**Settings**

Profile Security Themes Contact **Accounts** Applications

7

Click **Confirm** and enter amounts of Trial Deposits

**ACH Accounts**

Reorder Accounts

<b>External Checking</b>	ACH Accounts - ****6706	External	PENDING	<b>Confirm</b>		
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8

Enter the Trial Deposits in the order they appear on the transaction history. Click **Confirm** and you're done!

**Confirm Trial Deposits**

As a security measure, we sent two transactions of different amounts to account #\*\*\*\*6706 at WHEELHOUSE CREDIT UNION. It may take up to three business days for those transactions to appear in your account.

We ask you to confirm the transaction amounts to ensure you're the owner of this WHEELHOUSE CREDIT UNION account.

First Deposit \* 0.00

Second Deposit \* 0.00

Cancel **Confirm**

9

The External Account is ready under the Transfer and Pay menu.

**Transfers / Pay Loan**

Make a Transfer Scheduled Activity More Actions

**Accounts**

From Account: Everyday ... \*\*\*\*3250-0006 \$123.00

To Account: 2019 Toy... \*\*\*\*3250-2000 \$25,948.00

Visa Rewards \*\*\*\*4200-0170 \$5,929.54

HELOC 10/20 Yr I/O 5000 \$31,300.00

**EXTERNAL ACCT** \*\*\*\*\*3538

Date: 07-18-2023