



BLACKHAWK COMMUNITY CREDIT UNION'S NEW MOBILE APP

# FREQUENTLY ASKED QUESTIONS

**Why aren't my balances showing correctly?**

The app most likely needs to be refreshed. You can do so by pulling down on the screen from the dashboard. Most up to date balances will then display.

**How do I transfer between my accounts?**

Transferring between your own shares or loans can be done from the Quick Actions button on the dashboard  
– OR –  
Menu Transfers Make a Transfer

**How does 2FA work with my joint account?**

The first person on the account to download the app and authenticate with their phone number, will get all security codes for those trying to authenticate the same ID & password on their own device.

**Why can't I see my credit card transactions?**

Currently, we are not able to show credit card transactions in Banno. However, we are able to display the current balance, credit limit, payment due date, and available balance!

**Why do I have two apps?**

The prompt presented currently in GoDough currently is asking members to UPDATE their app with the newer version. The current GoDough app is not updating itself, we have released a **separate** app. **On May 1st**, the member will no longer be able to sign into the GoDough app, and they should remove it from their phone to avoid confusion..