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How do I setup a recurring transfer or a future-dated transfer?

1. Mouse over “Move Money”
2. Click “Schedule a Transfer”
3. Click the “Add” button

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How do I change the names on my accounts?

1. Click on “My Settings” in the upper right corner of the page
2. Click “Rename & Hide your accounts” in the left column
3. Update the account name in the “Rename account to” field
4. Click the “Done” button

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How do I hide an account from the Account Summary display?

1. Click on “My Settings” in the upper right corner of the page
2. Click “Rename & Hide your accounts” in the left column
3. Uncheck the box in the “Show account” column
4. Click the “Done” button

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How do I change my e-mail address?

1. Click on “My Settings” in the upper right corner of the page
2. Locate your primary email and click “Update” next to it
3. Enter your email address in the primary email field and click the “Save” button

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How do I change my address?

1. Click on “My Settings” in the upper right corner of the page
2. Locate your contact information and next to your address, click “Update”
3. Enter your new address
4. Click the “Save” button

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How do I change my security settings?

1. Click on “My Settings” in the upper right corner of the page
2. Click “Update security options” in the left column
3. Add, update or remove the phone number(s) listed
4. Update your preference to receive one-time security codes by email
5. Click the “Save” button

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How do I change my timeout setting?

1. For your security, the timeout setting is 10 minutes and cannot be changed

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How can I access my e-statements?

1. Mouse over “Additional Services”
2. Click the “e-Statements”

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How do I re-order checks?

1. Mouse over “Additional Services”
2. Click “Check Reorder & Credit Card”
3. Under Check Reorder, select the account you want to order checks for, then click the “Enter” button
4. If you have not ordered checks before, you will need to submit an email request to order checks.

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How do I submit a stop payment on a check I have written?

1. Mouse over “Additional Services”
2. Click “Stop Payment”
3. Enter your account and check information
4. Click the “Submit” button

Please note any fees related to processing a stop payment – [Fee Schedule](#).

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How do I export my data?

1. From the “My Accounts” home screen, click on the account for which you want to export
2. On the account history screen, click the “Export” icon / link in the blue bar
3. Select the export format and click the “Export” button

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My account information is not syncing with Mint.com (or other third-party site).

Make sure that you have selected “Texans Credit Union” as the institution name and NOT the Texans Business option (“Texans Credit Union / Business”). This should sync up with your third-party accounts.

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My anti-virus software is reporting Texans Online Banking as a Trojan horse or other virus.

We have had members report that their Avast! Anti-Virus Software may report the Texans Online Banking site as a Trojan Horse after logging into their account, at which point the software then blocks the member from going any further into online banking. This is a false positive and it affects multiple websites / programs.

Avast! has asked that anyone who receives this error please update to Avast! definition 120828-2. If you are still unable to access online banking even with the update, please contact Avast! Support Team at 866.951.7679. If Avast! is not your anti-virus provider, please contact your anti-virus provider’s support team.

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I am having problems accessing online banking, including multiple requests to receive and enter a one-time passcode after registering my computer as private.

If you have problems loading the site, get blank screens or errors frequently, please reference the recommended browser settings for your specific browser type (below).

If you are continually asked to receive and enter a one-time passcode after registering your computer as private, be sure to check your browser's settings as it relates to cookies. The recommended cookie settings can be found for various browser types below. Another option is to make TexansCU.org a trusted site without enabling cookies on your entire browser – [view those instructions here](#).

Recommended browser settings:

- [Internet Explorer 11](#)
- [Google Chrome](#)
- [Firefox](#)
- [Safari 8+](#)

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