

SETTING UP DIRECT DEPOSIT ON IGOE MOBILE

This guide is designed to help you set up Direct Deposit via the Igoe Mobile app. For your protection, this is a [2-day process](#) that requires validation of your personal bank account.

DAY 1 : PROVIDE YOUR BANK ACCOUNT DETAILS TO IGOE (STEP 1 OF 2)

Log into Igoe Mobile and follow the steps below to link your bank account. A validation process will begin once you have entered your bank account details.

BEFORE YOU BEGIN:

- You will need the following information to complete this part of the process:
 - Your Bank Name
 - Bank Account Number
 - Type of Account (Checking or Savings)
 - Your Bank Routing Number (See our FAQs for ways to locate the correct ACH Routing Number for your bank)
- Note that activating Direct Deposit is a 2 step process that occurs over 2 separate days
- Once you begin the process (by inputting your banking details into Igoe Mobile), you MUST complete the entire process, including validation, [within 5 business days](#)

Log into **Igoe Mobile** and click on the main menu icon on the top left corner of the screen



Click on **My Profile**

My Profile

Select **Edit** on the top right corner

EDIT

Tap the **Direct Deposit** button

DIRECT DEPOSIT

Click **Save** to move forward and securely input your bank account details

SAVE

Select the option for **Checking** or **Savings** depending on your account type

Checking

Savings

Enter your account details:

- Bank Name
- Account Number
- 9- Digit Bank Routing Number

Bank Name:	Mission Federal Cr...
Account Number:	****6328
Confirm Account Number:	****6328
Routing Number:	****1507
Confirm Routing Number:	****1507

Review the Terms and tap to **Save** the bank account to Igoe Mobile

SAVE

CONTINUE TO PAGE 2 TO COMPLETE THE BANK ACCOUNT VALIDATION PROCESS. THE VALIDATION PROCESS MUST BE COMPLETED WITHIN 5 DAYS.

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DAY 2 : COMPLETE THE BANK ACCOUNT VALIDATION (STEP 2 OF 2)

Within 2 business days of inputting your bank account details, a series of credits and one debit will be posted to the account you provided. Follow the steps below to locate these transactions and enter them into Igoe Mobile. Entering these micro transactions completes the validation process making your account live for direct deposit reimbursement.

IMPORTANT NOTES:

- You **MUST** complete the validation within 5 days of entering your banking information into the Igoe Mobile app
- For your security, direct deposit will not be active until you have verified the test transactions to your bank were successful through this validation process

First, log into your **personal bank account** and locate the transactions from Igoe's banking partner, **MBI**. Note the dollar values & posting order of the three MBI transactions



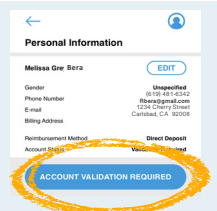
Next, log into **Igoe Mobile** and access your **Personal Information** by clicking your profile photo icon



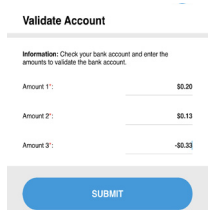
Select **Personal Information**



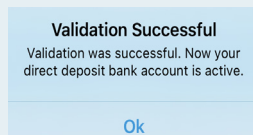
Tap the button **Account Validation Required**



Enter the transaction dollar values in the order they appeared in your bank account (oldest to newest) and tap **Submit** to confirm your responses



Once you receive the **Validation Successful** message, your bank account is active. Requests for reimbursement submitted from this point forward will be directly deposited to this account.



Please see our **FAQs** on page 3 for additional information about setting up direct deposit on Igoe Mobile.

How do I get started?

You will first need to register your account with Igoe. If you have not yet registered, follow the instructions linked here to register either through [Igoe Mobile](#) or via web at www.goigoe.com.

What information do I need to have handy to set-up direct deposit?

You will need your bank name (the name of your financial institution), your account number, the type of account (checking or savings) and a 9-digit routing number. Be sure to use the ACH deposit routing number provided by your bank (this is often different than the routing number that appears on a deposit slip). You can locate the appropriate 9-digit routing number for direct deposit via your banking website or by contacting your financial institution directly.

What is the process to set-up for direct deposit?

Activating direct deposit is a 2-step process that occurs over 2 separate days. On day 1, you will provide Igoe with your bank account details. A series of 2 credits and 1 debit will be applied to the bank account you provide. These transactions are posted by Igoe's banking partner, **MBI**. Once these transactions have posted to your bank account, confirm them with Igoe by logging into your Igoe account to enter the transaction amounts.

What is bank account validation?

Bank account validation is a security test to verify that a specific personal bank account is indeed the account you intend to have connected to your Igoe experience. This test is completed by live transactions (2 credits and 1 offsetting debit) being made to the personal bank account you provide to Igoe. You complete the set-up process by providing Igoe with these transaction amounts, validating the account connection for future fund transfers.

Why do I have to validate my account?

Validation is used as a security measure to ensure that deposits are made to an account that you own.

I entered my personal account details, can I validate now or do I have to wait?

The validation process requires banking credits and a single debit to your personal bank account. This series of 2 credits and 1 debit typically appears in your bank account the business day after you provide Igoe with your bank account details. It may, however, take up to 2 business days for these transactions to appear in your personal bank account. In all cases, you must complete the entire process within 5 business days – This begins by providing your bank account details to Igoe and ends by completing the validation process (again through your Igoe account).

I logged into my bank account the day after providing my bank details to Igoe but I do not see any transactions.

It may take up to 2 business days for the validation credits and debit to appear in your personal bank account.

I logged into my bank account but I do not see transactions from Igoe.

Transactions will show as posted from Igoe's banking partner, **MBI**.

Do I really have to complete the process within 5 business days?

Yes. Once you provide your bank account details to Igoe, a validation process is launched. For your security, the window to validate your account is only open for a short time – 5 business days.

What if I miss the window to validate my account?

You may be required to restart the entire process, beginning with providing your bank account details to Igoe.

I provided Igoe with my banking details, why I am still receiving check reimbursements?

It's likely you did not complete the validation process by logging back into your Igoe account to enter the series of 2 credits and 1 debit that posted to your personal bank account. You will need to log into your Igoe account to complete the validation or to restart the process entirely.