

Plaid simplifies the connection process between your financial accounts and financial apps. Plaid makes it easier than ever to transfer your financial information from your credit union to your financial apps.

## How do I know I'm connected with Plaid?

Look for the Plaid logo on the app you are trying to connect with. If you can choose your CU from a list rather than manually entering all details, there is a good chance you are connecting with Plaid.

## How do I use Plaid?

From within an app or service integrated with Plaid, you start the process to connect your financial accounts, which will begin Plaid's account connection flow. [Learn more.](#)

## What apps support Plaid?

Many financial apps are powered by Plaid. [Discover some of the apps powered by Plaid.](#)

## How do I view and control connections made using Plaid?

You can view and manage all your Plaid connections in the [Plaid Portal](#).

## Is it safe? What about fraud?

[Learn more about Plaid's security.](#)  
[Learn more about fraud and compliance with Plaid.](#)

## Trouble Connecting?

Ask yourself the following questions:

- Did your credit union opt-out of Plaid?
  - If so, you will have to enter their financial details manually.
- Did you choose the CU name from a list, or did you enter CU/online banking info and details manually?
  - If you entered your details manually, you did not connect through Plaid.
- Have you tried to uninstall and reinstall the app, or delete your account and attempt to re-enroll through Plaid?
- Do you have the most current version of the app?
  - Check for app updates in your app store.
  - If applicable, update and try again.

Visit <https://plaid.com/trouble-connecting/> to troubleshoot.

If you are still having issues connecting, contact your credit union for assistance.

## Contact Us

If you have questions or need assistance, please contact your credit union.