

Getting Started Basic Steps

1. Search for your bank or credit union to see if you already have Zelle in your bank's mobile app or online banking on [Zelle's partner page](#).

B	Bank of America	Bank7	Beverly Bank
	Bank of Central Florida	Bankers Trust Company	BMO Harris Bank
	Bank of Commerce	BankNewport	BNB Bank
	Bank of Eastman	Barrington Bank	BNY Mellon
	Bank of Hawaii	BB&T	Bremer Bank
	Bank of New Jersey	BBVA Compass	Brickyard Bank
	Bank of the James	BECU	Bridgeview Bank
	Bank of the Pacific	Bellco Credit Union	Bridgewater Savings Bank
	Bank of the West	Belmont Bank & Trust	Brookline Bank
	Bank of York	Benchmark	Byline Bank
	Bank Rhode Island	Community Bank	

2. Follow the instructions specific to your bank!



Get started with BB&T.

GET THE APP

Make sure you have the **BB&T app** downloaded on your phone.

ENROLL

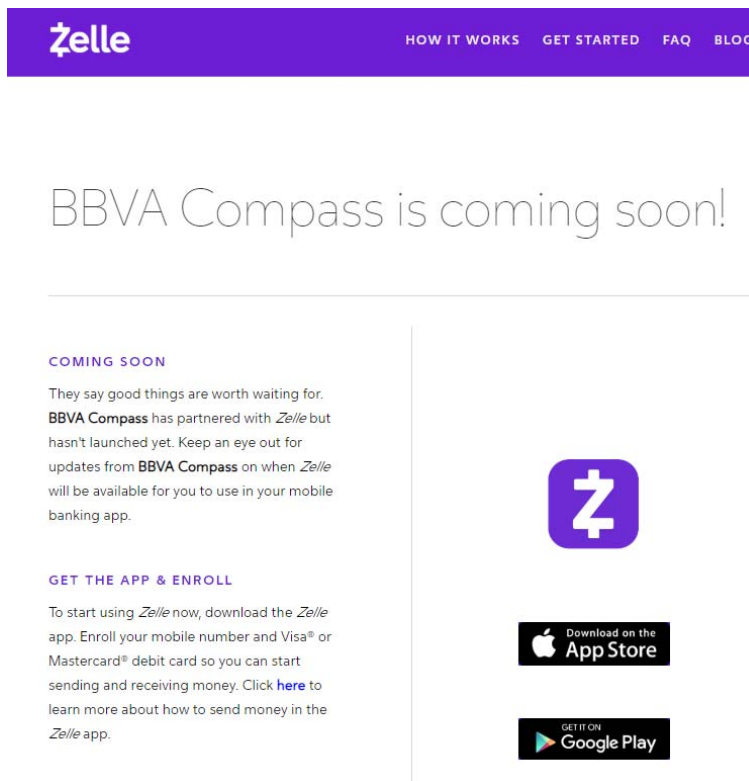
Enroll your mobile number or email address with your bank account so you can start sending and receiving money.

SEND & RECEIVE MONEY

Select a contact and enter an amount to send. As a security measure for your protection, it may take a few days for your payment to reach your recipient if they are not yet enrolled.



3. Each bank's enrollment process is different. Some may not yet be a partner bank and so follow the instructions listed to download the Zelle mobile app instead of going through your bank's mobile app or online banking.



The screenshot shows the Zelle website header with the logo and navigation links: HOW IT WORKS, GET STARTED, FAQ, and BLOG. Below the header is a large heading: "BBVA Compass is coming soon!". Underneath, there are two columns of text. The left column has a sub-heading "COMING SOON" followed by a paragraph: "They say good things are worth waiting for. **BBVA Compass** has partnered with *Zelle* but hasn't launched yet. Keep an eye out for updates from **BBVA Compass** on when *Zelle* will be available for you to use in your mobile banking app." Below this is another sub-heading "GET THE APP & ENROLL" followed by a paragraph: "To start using *Zelle* now, download the *Zelle* app. Enroll your mobile number and Visa® or Mastercard® debit card so you can start sending and receiving money. Click [here](#) to learn more about how to send money in the *Zelle* app." The right column features the Zelle logo (a purple square with a white 'Z'), followed by two app store download buttons: "Download on the App Store" and "GET IT ON Google Play".

4. If your bank is not listed as a partner, please see our [Troubleshooting Tips](#) on when your "Bank Is Not Listed".
5. When registering through your bank's mobile app or online banking, please register using your EMAIL ADDRESS, **NOT** a telephone number as IIE sends payments only through email.
6. You should receive a verification email confirming that it is you making the account, followed by a confirmation email or notice that the transfer is being processed.
7. If you received notification that your scholarship funds were ready to be accepted and just enrolled with Zelle, it may take between one to three business days after you enrolled for the money to be available.

If you received notification that your scholarship funds were ready to be accepted and already enrolled with Zelle, your scholarship funding should be available or shown as pending in your account immediately.

8. For any issues that you encounter please see our [Troubleshooting Tips](#) on the Gilman website or the Zelle [FAQs](#) webpage! Or contact *Zelle* customer support at 844-428-8542 or get in touch through their support page at zellepay.com/support/contact.