Quick Guide to Get You Started!

Kredit Quest

NEW COVENANT DOMINION CREDIT UNION
Banking to Believe in.

A Fun, Rewarding Way to Learn About Money

General Questions

What is Kredit Quest?

Kredit Quest is a fun, interactive app that teaches real-world financial literacy skills through short lessons, quizzes and challenges. Users earn points for completing content and can redeem those points for rewards. It's like Duolingo, but for your money!

Who Can Use Kredit Quest?

Kredit Quest is designed for all ages-- from teens to adults--and is available to members of participating credit unions. If your credit union offers it, it's free to download and use!

How Do I Access the App?

You can download Kredit Quest from your app store, once downloaded, enter your credit union's access code to sign up.

What is My Credit Union's Access Code?

Your credit union's code will be provided during sign-up promotions, or you can ask a staff member. If you are unsure, reach out to your credit union or email support@kreditacademy.com.

You Got Questions? We Have Answers!

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Points and Progress

How Do I Earn Points?

You can earn points by: Completing lessons and quizzes, daily app usage streaks, participating In challenges or events and by referral bonuses when friends or family join.

Is There a Limit to How Many Points I Can Earn?

Yes, there is a weekly cap of 500 points (including bonuses). This helps encourage consistent engagement rather than one-time use.

Where Can I See My Points Total?

Your point balance is displayed on your home dashboard every time you log in.

What Can I Do With My Points?

You can redeem points for real rewards like: E-gift cards to popular retailers, credit union-specific perks or even raffle entries for larger prizes

How Do I Redeem a Reward?

Go to the **rewards** tab in the app, select the reward you want, and tap **redeem.** You'll receive the e-gift card or details by email shortly after. For credit union perks, the reward will be submitted to your credit union and fulfillment may take a few business days. You'll be notified by the credit union when it's complete.

Are Rewards Available Instantly?

Most digital gift cards are processed within 24-48 hours. credit union-specific rewards take longer depending on the reward.

Can I Redeem Multiple Rewards at Once?

Yes, as long as you have enough points and the reward hasn't reached its redemption limit.

We Got You Covered!

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Account & Technical Questions

I Forgot My Password. What Do I Do?

Tap “Forgot Password” on the login screen and follow the instructions to reset it.

The App Isn’t Working Properly, Who Can I Contact?

If you experience any issues, email our support team at support@kreditacademy.com or reach out to your credit union representative.

Why Is My Credit Union Offering Kredit Quest?

Your credit union wants to help you gain lifelong financial skills—and have fun doing it. Kredit Quest is part of their commitment to financial education and member empowerment.

Is There a Cost to Use the App?

No. If your credit union is offering Kredit Quest, it’s completely free for you.

Can Non-members Use the Kredit Quest App?

Yes, non-members can access a generic version of the Kredit Quest app. However, we highly encourage users to become members of their local credit union to unlock the full experience. Joining your local credit union not only enhances your Kredit Quest experience but also connects you with financial services designed to support your growth.

Credit union members receive access to:

- Custom in-app branding and content tailored to their credit union
- Exclusive credit union-specific rewards
- Member-only challenges and campaigns

What If I Leave the Credit Union?

If you are no longer a member, your access to the app may be discontinued.

I Redeemed a Reward But Haven’t Received it. What Should I Do?

First, check your spam folder for a reward email. If it’s been more than 48 hours, email support@kreditacademy.com or contact your credit union.