# MOBILE APP
ENROLLMENT INSTRUCTIONS

We have a NEW mobile app. You will need to uninstall the 'OLD' App and download the new one from the app store.

1 For all new and existing users of online and mobile banking, you will need to enroll the first time you visit. Once you enroll, whether you enroll via an online browser or the mobile app, you will be able to log into either one with the credentials you set at enrollment. Click on the "**ENROLL**" link.
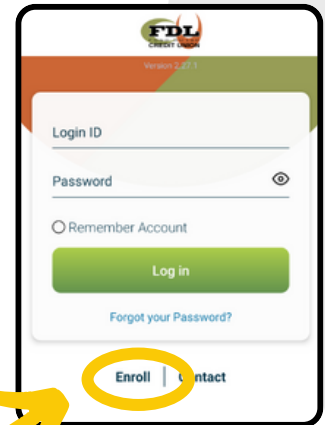
2 The next screen will ask you to provide the following information so that we can verify your identity.

All of the information that you enter on this screen must match the information that the Credit Union has on file for you. If the information does not match, you will not be able to complete the automated enrollment until the Credit Union has updated your information in their computer system.

You must mark the box acknowledging you agree to the terms set forth in the Online/Mobile Banking Disclosure.
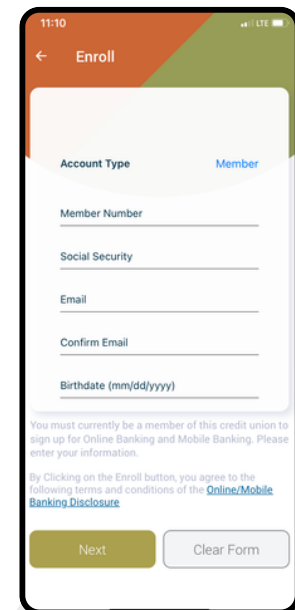
3 Once you have successfully entered your information and acknowledged you have read the Online/Mobile Banking Disclosure you will receive a success message in your screen.

A temporary password will be emailed to the email address you provided. **You cannot log on until you receive the email containing your temporary password.** If you do not receive your temporary password, please check your Junk/Spam folder. If it is not in that folder, please contact the credit union and we will issue a temporary password.

4 After you Click "OK", you will be taken back to the login page. Enter your Member ID and the temporary password that was emailed to you to login.

After logging in, you will be prompted to update your credentials. You must choose a Login ID that is not your Member ID. Your **'Old Password'** will be the temporary password emailed to you and that you used to login.

Your new password must be 8-15 characters long and contain upper and lower case, at least one number, and a special character.

5 Once you have successfully entered a new Login ID and set a new password, you will be prompted to set the answers to three (3) security questions. You may choose a question from each of the three groups. You will also set a "Confidence Word" or phrase which may be used as a way to verify your identity when reaching out to our Member Services team.

Once you have completed this step, you have completed your enrollment.

*IF YOU ARE NOT THE PRIMARY ACCOUNT HOLDER, YOU WILL NEED TO CONTACT THE CREDIT UNION FOR YOUR UNIQUE MEMBER ID IN ORDER TO ENROLL IN ONLINE/MOBILE BANKING.

OUR MOBILE APP USES THE SAME LOGIN CREDENTIALS AS ONLINE BANKING