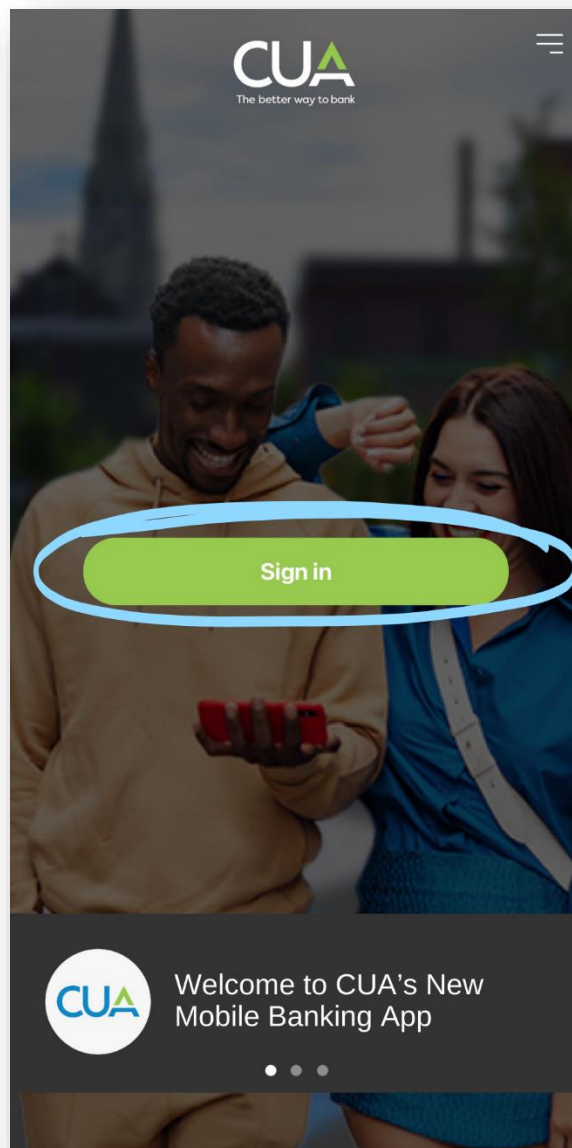


MEMBER WALKTHROUGH GUIDE

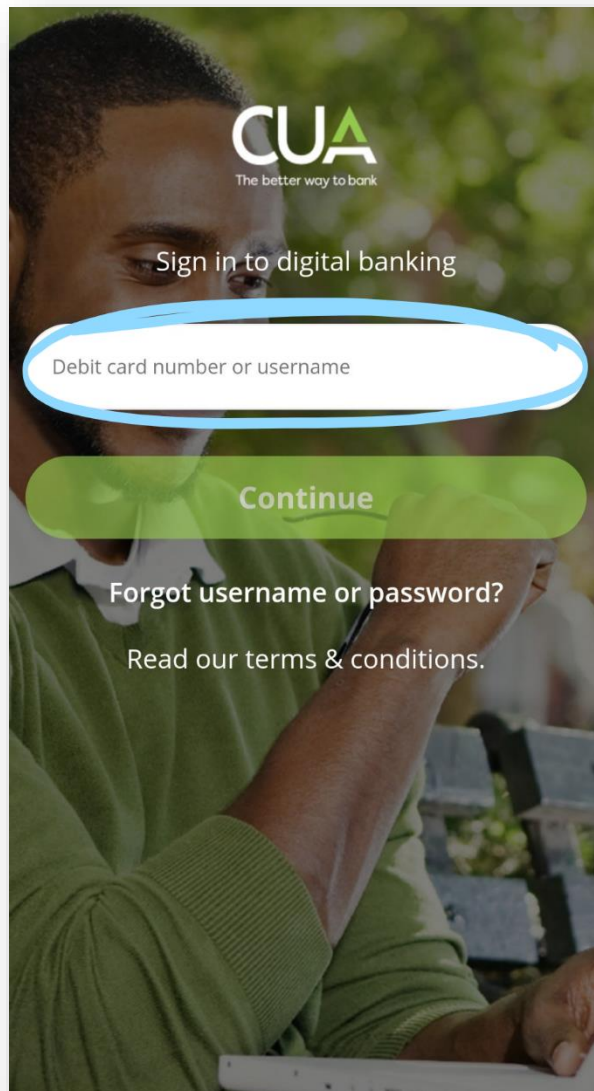
GUIDE 8: FIRST TIME LOG IN TO MOBILE BANKING

1. Before you can access the new mobile banking system, ensure you have the latest version of the app installed.
 - On your iOS (Apple) device, [click here](#) to download the app.
 - On your Android device, [click here](#) to download the app.
2. Once the download is complete, launch the app and select 'Sign in'.



3. To begin, enter your Member (Debit) Card number in the 'Debit card number or username' box. If you are a personal member with a Member Card, enter the 19-digit number from the front of this card. If you have received a letter dated July 29 with an assigned number, enter the assigned number here. Click 'Continue'.

*Note: **Do not** select 'Forgot username or password?' for your first-time logging in as your current identification details will not match our records. Once you've created a profile, you can use this option to retrieve or reset your login credentials in the future. If you are having trouble logging in for the first time, please call our Customer Contact Centre at 902.492.6500.*



4. You will then be asked to walk through setting up a profile. Enter your: **1)** date of birth, and **2)** either your mobile phone number or email address. Then, **3)** click 'Confirm' next to the verification method you selected.

Note: This information must match the details on your account profile. If they do not match or are not on file, you will receive an error message directing you to contact CUA. Before contacting us at 902.492.6500, please try both your mobile phone number and email address.

The screenshot shows a mobile app interface titled "Welcome!". It contains the following elements:

- A back arrow in the top left corner.
- Text: "We see that you're a new CUA online banking user. You'll need to set up a profile to use the enhanced site. Don't worry! We'll walk you through two simple steps."
- Text: "For identification and security purposes, enter your date of birth and either the mobile phone or e-mail we have on file for you."
- Text: "An authentication code will be sent to the mobile phone number or e-mail for confirmation."
- A text field containing "PAN * Member/Debit Card Number (populated from previous step)".
- A "Date of Birth" field with a calendar icon, circled in blue with a "1)" callout.
- Two radio button options: "Mobile phone number" (selected) and "E-mail".
- A "+1" field and a "Mobile phone number" field.
- A "Confirm" button next to the "Mobile phone number" field, circled in blue with a "3)" callout.
- An "E-mail" field.
- A large green "Continue" button at the bottom.
- A blue "Cancel" button at the bottom.

5. If the information matches, you will be prompted to enter an authentication code which will be sent to your mobile phone number or email address that you entered above. Enter the code and click 'Confirm'.

E-mail Confirmation

An authentication code has been sent to your e-mail.

If you don't receive the code within 10 minutes, [resend code](#).

Confirm

6. After successfully entering the authentication code, you will be asked to select a new username and password. Once you've selected your new login credentials and accepted the terms of the *Direct Service Agreement*, click 'Continue'.

Note: The username should be something you will easily remember, as you will use it to sign into online banking from now on.

← Setup user profile

Step 1 of 2: Create a new user profile

Welcome CUA Member! You'll need to set up a new user profile consisting of a username and a strong password.

Username

Password

Password strength: Weak

- ⊗ Minimum 10 characters
- ⊗ 1 uppercase letter
- ⊗ 1 lowercase letter
- ⊗ 1 number

Re-enter password

I have read and accept the [Direct Service Agreement](#)

Continue

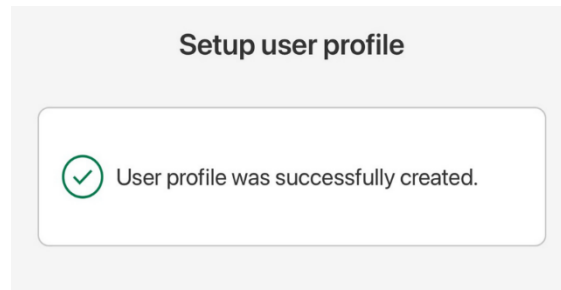
7. You will see a summary screen outlining your name, new username, concealed password and mobile phone number or email address. If you are satisfied with the information, click “Create user profile”. If you need to make changes, you can click “Cancel” and re-enter your information.

The screenshot shows a mobile application screen titled "Setup user profile" with a back arrow in the top left corner. Below the title, it says "Step 2 of 2: Confirm user profile". A message reads: "You're almost done. Review and create your user profile". There are four sections, each with a label and a value:

- Name:** CUA Member
- Username:** ILoveCUA
- Password:** *****
- Email:** member@cua.com

At the bottom of the screen, there are two buttons: a large green button labeled "Create user profile" and a smaller blue button labeled "Cancel".

8. You can now proceed to log in to the new online banking system using the username and password you have just set!



Your user profile has been created. You can proceed to sign in using your new username and password.

Name
CUA Member

Username
ILoveCUA

Password

Email
member@cua.com

[Proceed to sign in](#)