

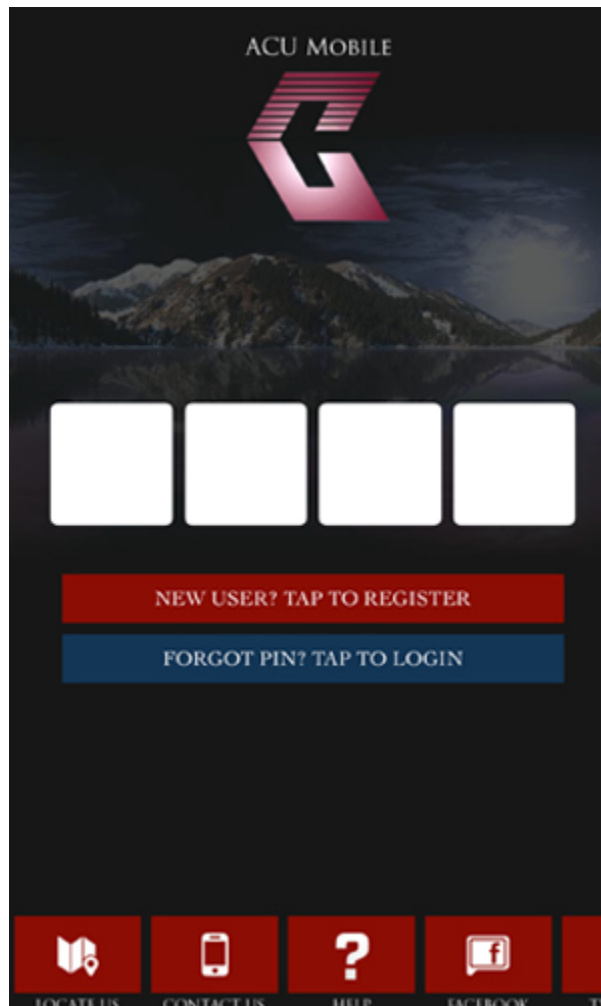


Mobile

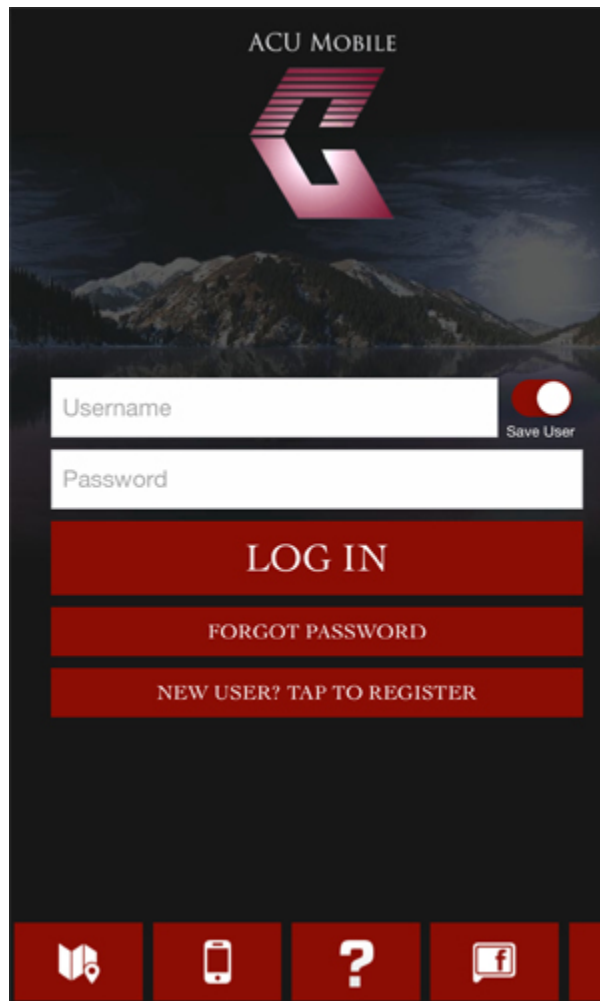
- 1) Access the online banking app.

A screenshot of the ACU Mobile app's login interface. The background is a dark, scenic image of mountains. At the top, it says "ACU MOBILE" and features the ACU logo. Below this are two input fields: "Username" and "Password". To the right of the Username field is a toggle switch labeled "Save User". Below the input fields are three red buttons with white text: "LOG IN", "FORGOT PASSWORD", and "NEW USER? TAP TO REGISTER". At the bottom, there is a navigation bar with five icons: a location pin, a smartphone, a question mark, and a Facebook logo.

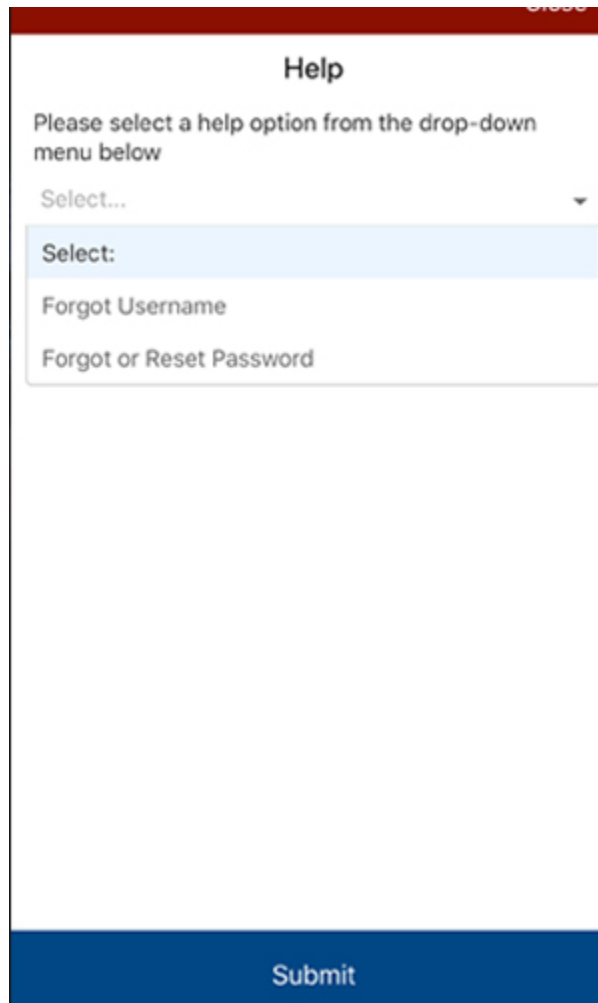
1a) Sign in with Pin, tap “Forgot Pin? Tap To Login”.



2) Tap Forgot Username or Password



3) Select **Forgot or Reset Password** from the drop down menu.



The image shows a user interface for a help section. At the top, there is a dark red header bar. Below it, the word "Help" is centered. A message reads: "Please select a help option from the drop-down menu below". Below this message is a dropdown menu with the text "Select..." and a downward arrow. The dropdown menu is open, showing three options: "Select:" (highlighted in light blue), "Forgot Username", and "Forgot or Reset Password". At the bottom of the form is a dark blue button labeled "Submit".

- 4) Next, enter all account information. (Don't know your account number, contact ACU and we can help.) Note: Please be sure to use the birthday and last 4 of the social for the **primary** member.

Member Verification

Account Number

Enter Account Number

Last 4 Digits of SSN/TIN

Date Of Birth

Month ▼ Day ▼ Year ▼

Zip Code

Verify

- 5) Enter your desired cell phone number and phone number type (Text Message or Voice Message) from dropdown menus to receive authentication code.

Please provide your token delivery method

Phone Number
Select... ▼

Phone Number Type
Select... ▼

Submit

6) Enter the authentication code and tap verify.



An authentication code has been sent to the following phone number ###-###-█. Please enter this authentication code below.



7) Lastly, enter and confirm new password in lines below. (Review the password requirements) Then tap submit.

Choose New Password

Username
[REDACTED]

Password

Password must be 8 to 15 characters long
Include at least 1 upper case letter
Include at least 1 number
Include at least 1 special character:
(!@#%\$^&* _+-=(){}|~:;., / ?)

Confirm Password

Submit

8) You should see the screen below and your password is updated.

