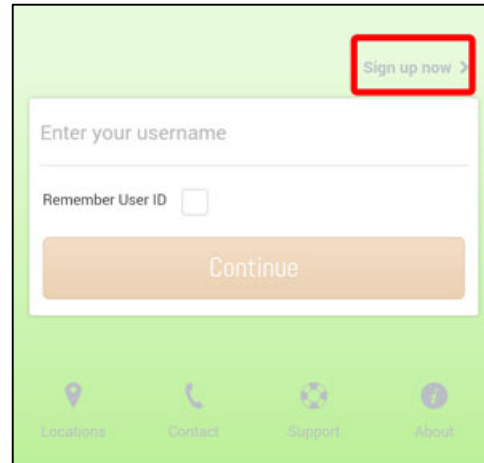




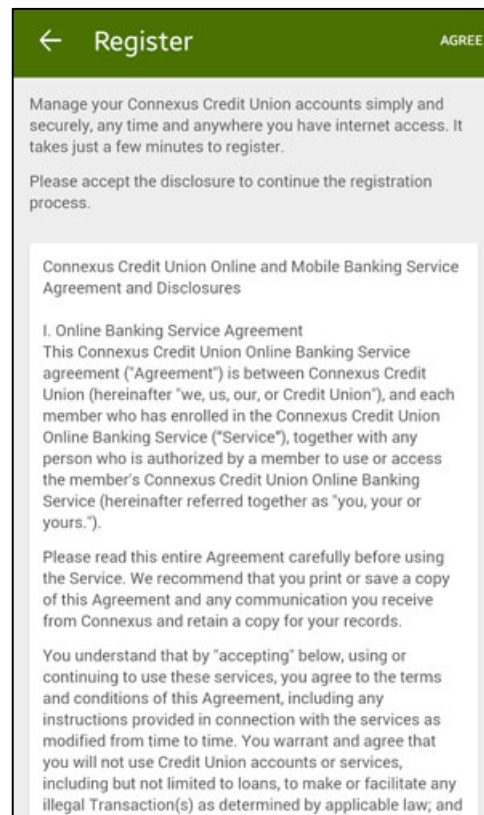
## Using Mobile Registration on the Connexus Mobile App

### How to register for online and mobile banking on your device

1. Tap “Sign up now” on the login screen.



2. Review the Connexus Credit Union Online and Mobile Banking Service Agreement and Disclosures. Tap “Agree” to proceed.



3. Enter your Social Security Number or Tax ID, your date of birth, and your member number. If you have more than one member number, enter the member number with the lowest number. Tap “Continue” to proceed.

The screenshot shows a mobile application screen titled "Confirm Identity" with a green header bar containing a back arrow and the title. Below the header, there is a paragraph of text: "The following information is used to verify you have an account with Connexus Credit Union and that you are the owner of the account. We match your answers against our records. Questions marked with \* are required and you must answer a total of 3 questions to continue. You will be locked out of the system After 3 invalid attempts." Below this text are three input fields, each with a right-pointing chevron: "Social Security Number / Tax ID \*", "Date of Birth \*", and "Member Number<br>(If you have multiple memberships, please register with the lowest member number.) \*". At the bottom of the form is a large orange button labeled "Continue". Below the button, there is a small asterisk followed by the word "Required".

4. Create a username. Your username must be unique, at least 6 characters in length, and contain both numbers and letters. Tap “Continue” to proceed.

The screenshot shows a mobile application screen titled "Confirm Identity" with a green header bar containing a back arrow and the title. Below the header, there is a paragraph of text: "Choose a new Username. It must be unique, at least 6 characters long, and alphanumeric." Below this text is a white text input field with the placeholder text "Enter a username". At the bottom of the form is a large orange button labeled "Continue".

5. A temporary password will be created for you to use to log in to your online and mobile banking account for the first time.

Choose your delivery method. You can have your temporary password sent:

- to the email address associated with your membership
- to an email address of your choosing
- via SMS to the phone number associated with your membership
- via SMS to a phone number of your choosing

Your temporary password may take up to 5 minutes to reach your inbox and will expire 24 hours after it has been sent. If you enter an invalid email, the system is unable to transmit, or the temporary password has expired, you will need to call our Member Center to generate a new temporary password email.

← Temporary Password

We will generate a temporary password for you. Where should we send it?

Email SMS

TESTEMAIL@YAHOO.COM

Other Email

Send Password

Don't see your information?  
Contact us

6. Once your temporary password has been received, enter your username and temporary password. Tap “Log in” to proceed.

← Log In

TESTUSER Not TESTUSER?

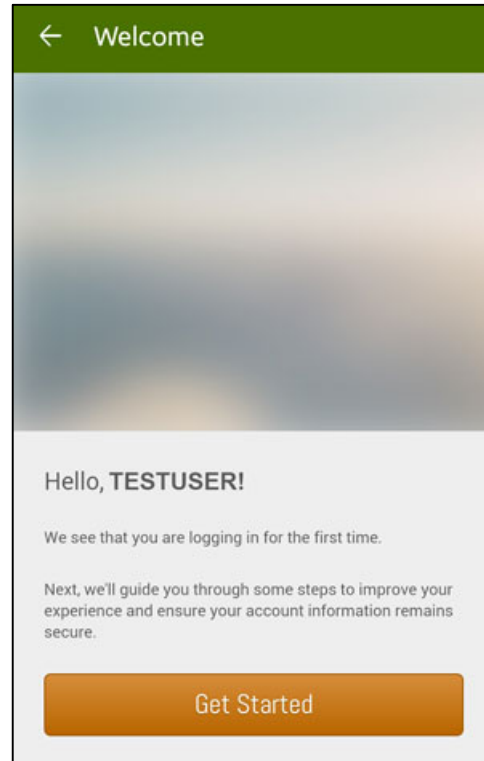
Enter temporary password

Log In

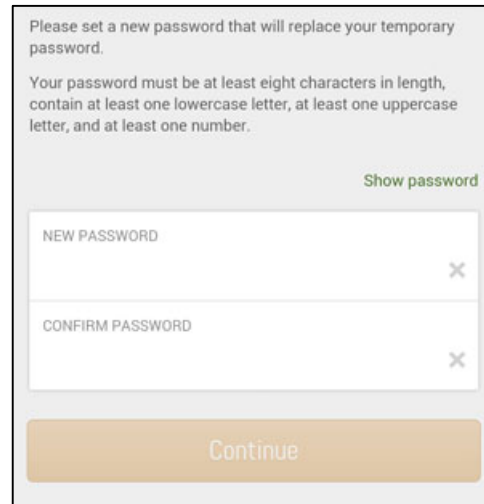
Access to Connexus Credit Union Online Banking is restricted to active Connexus members. Invalid credentials will deny access to unauthorized users. Unauthorized access will be prosecuted to the full extent of the law. We advise unauthorized users to refrain from attempting to access the website.

Need help logging in?

7. On the “Welcome” screen, tap “Get Started” to complete your registration.



8. Create and confirm your new password. Your password must contain:
  - at least 8 characters
  - at least one lowercase letter
  - at least one uppercase letter
  - at least one numberTap “Continue” to proceed



9. Select and answer five security questions. All five answers to your security questions must be unique. You will be asked these questions when logging in from a device that is not recognized, or from time-to-time for added security. Tap "Continue" to proceed.

If you prefer not to answer security questions upon each login, check the box next to 'Remember User ID' on the login screen.

← Security Questions

The following questions and answers help ensure that your account information remains secure. As an extra security measure, we will occasionally ask you these questions to log in. It's important that you choose question and answer combinations that are not easy to guess, but are easy for you to remember.

QUESTION 1 OF 5

What was your favorite restaurant as a child?

How much did you pay for your first car?

What was the name of your elementary / primary school?

What is the maiden name of your mother's mother?

What is your favorite fruit?

What was the make of the car you used to take your drivers license test (Ford, Toyota...etc)?

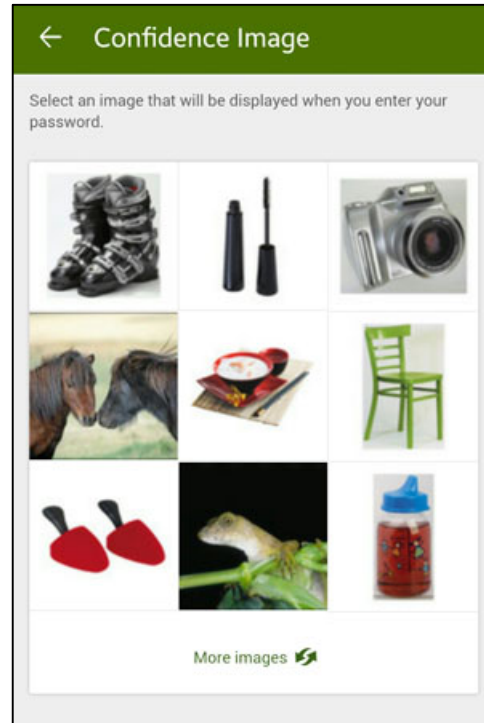
Sign up now >

Enter your username

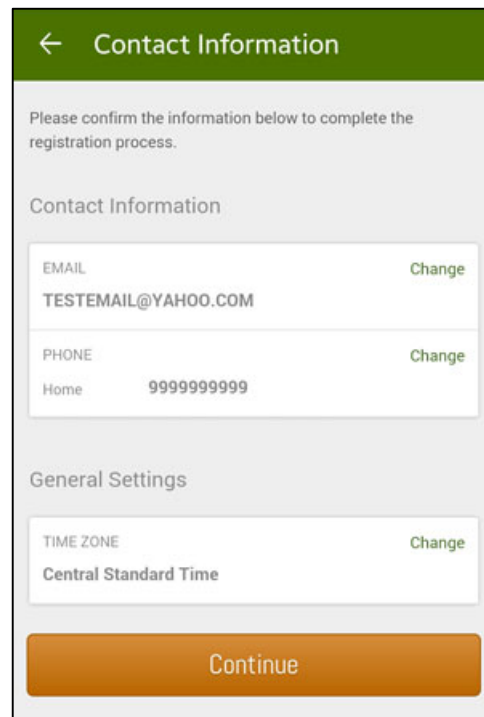
Remember User ID

Continue

10. Select a confidence image and enter a secret phrase. The confidence image and secret phrase will be displayed on the password screen each time you log in to Online Banking; it's another security step to authenticate your account. A secret phrase can be any combination of letters, numbers or special characters. Tap "Continue" to proceed.



11. Select your time zone and confirm or update your email address and phone number. Tap "Continue" to proceed.



12. Congratulations! You have completed the registration process for online and mobile banking using the Connexus mobile app.