



Using Quick Login on the Connexus Mobile App

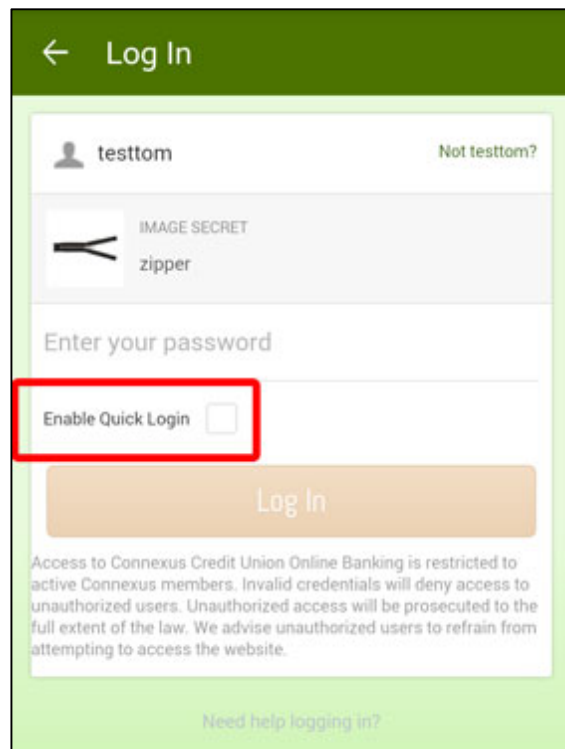
How to activate Quick Login on your device

1. Make sure you are using a version of the Connexus mobile app that includes Quick Login (for Android, version 1.7.19 or higher; for iOS, version 1.5.0.362 or higher).

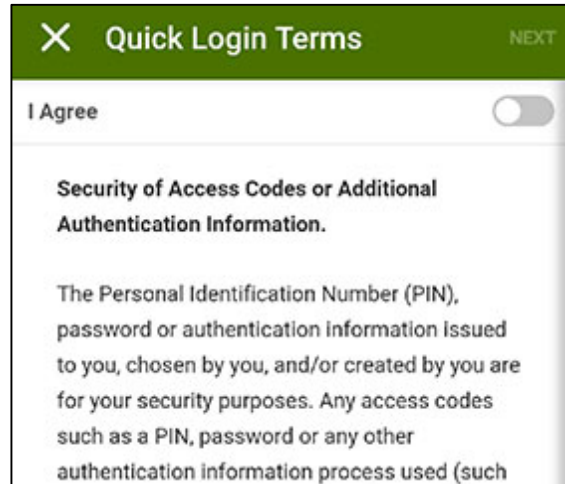
TouchID is only available on iPhones. You'll need to make sure your iPhone has TouchID fully activated and configured in Settings > TouchID & Passcode.



2. On the "Log In" screen, enter your password, as you normally would, but also check the "Enable Quick Login" checkbox prior to selecting "Log In".

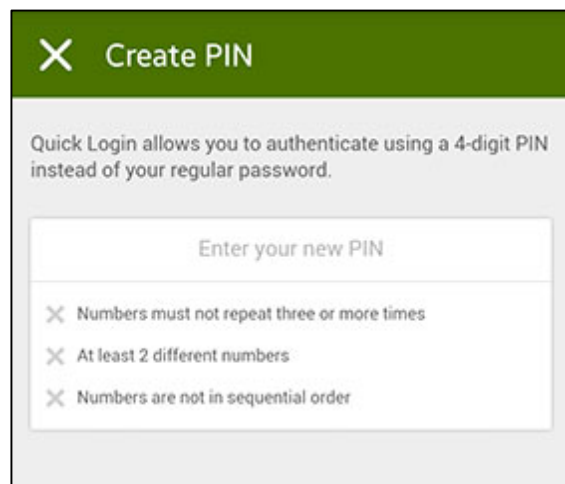


3. Read and accept the terms and conditions. Tap or slide the “I agree” switch and tap “Next” to continue.

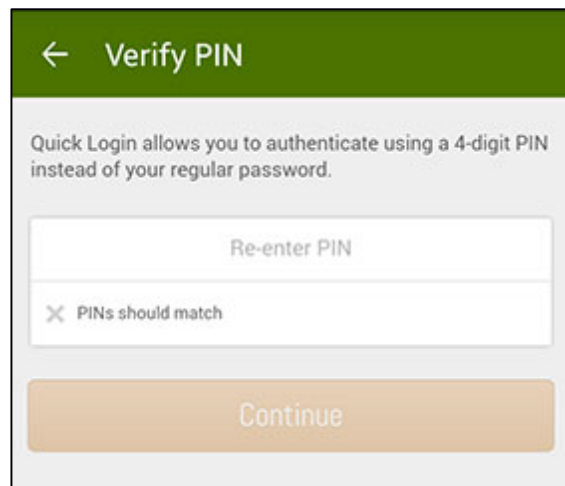


4. Select a 4-digit PIN that:
 - consists of at least two different numbers
 - is non sequential
 - doesn't use any numbers more than twice

All Quick Login **users must select PIN** as a backup even if they will be using Touch ID for authentication.



5. Upon entering your PIN, you will automatically be prompted to confirm the selected PIN by entering it again.



6. Accept the device name suggested, or enter a name of your choosing (50 characters max.). The selected name will display in the Security tab of the Settings widget. This will help you identify your device, so you can disable TouchID/PIN login in the event of device loss, device replacement or if you no longer wish to use TouchID/PIN login on a given device. (PINs are device specific).

Device Name

What do you want to name your device?

test quick login

The device name will appear under your list of PIN login enabled devices.

Complete Setup

7. Once enrollment is complete, select “Continue” to be logged in to the mobile banking application. Note: “Quick Login Enabled” applies to both PIN and TouchID.

All Done!

Quick Login Enabled

You will be able to use your new PIN instead of your password the next time you log in.

Log in faster with Touch ID [Learn more](#)

If Touch ID is enabled on your device, you can use your fingerprint to log in.
Your PIN is still required as a backup.

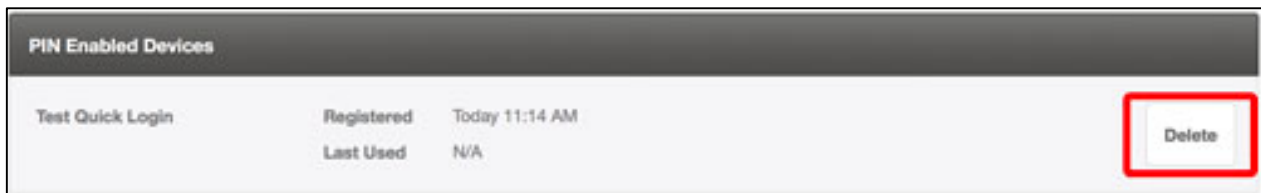
Continue

How to deactivate Quick Login on your device

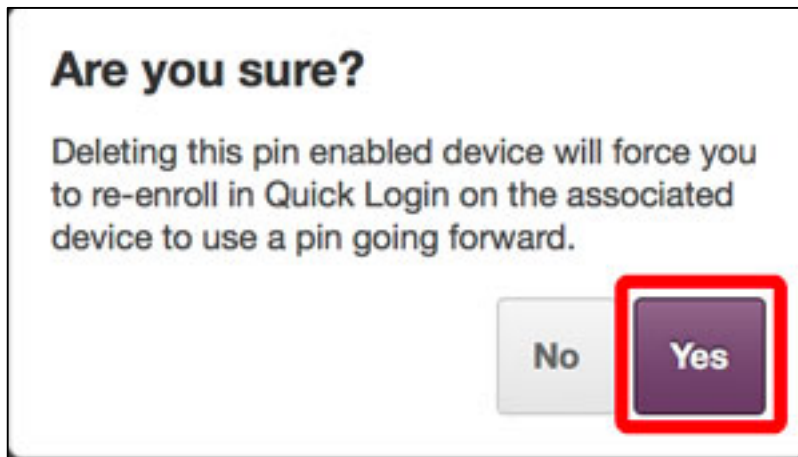
1. Log in to your account in Online Banking on the desktop site (Note: you cannot deactivate Quick Login using this method from a mobile device).
2. Click on "Settings" at the upper right of the screen, and then click the "Security" tab.



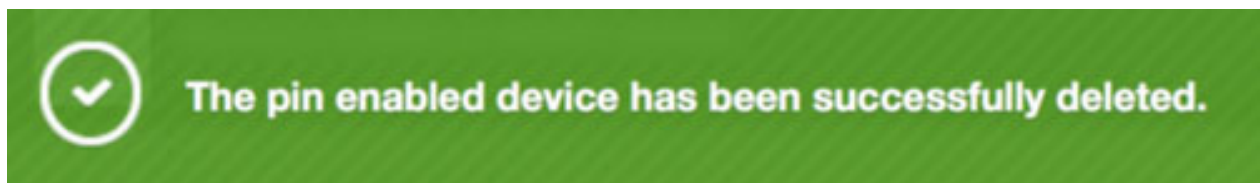
3. Under "PIN Enabled Devices", click the "Delete" button next to the device on which you wish to deactivate Quick Login.



4. Confirm the deletion.



5. Online Banking will display a message confirming that your PIN enabled device has been deleted.



Frequently Asked Questions

Is Quick Login secure?

Yes. According to the FFIEC (Federal Financial Institutions Examination Council), Quick Login meets device authentication security standards.

Which devices are compatible with Quick Login?

- Apple devices using iOS 7+
 - TouchID available on iPhone 5s, 6, and 6 Plus
- Android devices using version 4.3+ (PIN only; TouchID not currently available for Android)

What if I don't see the "Enable Quick Login" option in the Connexus mobile app?

You might be using a mobile device that is not compatible with Quick Login; if your device is not compatible with Quick Login, the "Enable Quick Login" option will not be shown. If you are using a mobile device that is compatible with Quick Login but do not see the "Enable Quick Login" option, you may need to download an updated version of the Connexus mobile app (for Android, version 1.7.19 or higher; for iOS, version 1.5.0.362 or higher).

What if my device doesn't have a fingerprint reader?

If your device does not have a fingerprint reader, you can still set up and use a PIN with Quick Login.

Can I use Quick Login with TouchID on my Android device?

Implementation of Quick Login with TouchID for Android devices is planned for a future version of the Connexus mobile app. Currently, you can use Quick Login with a PIN on your Android device.

What if I forget my PIN?

For security purposes, forgotten PINs cannot be recovered. The system will delete your PIN after 5 unsuccessful authentication attempts. You can then set up a new PIN by logging in with your regular online banking password and going through the Quick Login registration process. You can also delete your PIN manually by following the instructions under "How to deactivate Quick Login on your device."

Can I reuse a former PIN if I need to reset my PIN?

We recommend using a unique PIN for Quick Login every time it is reset.

Can I call the Member Contact Center to reset my PIN?

The Member Contact Center cannot reset your PIN. The system will delete your PIN after 5 unsuccessful authentication attempts. You can then set up a new PIN by logging in with your regular online banking password and going through the Quick Login registration process. You can also delete your PIN manually by following the instructions under "How to deactivate Quick Login on your device."

Can I activate Quick Login for a single account on more than one device?

Yes. There is no limit to the number of PIN-enabled devices that can be registered for a single username. We recommend using a unique PIN for Quick Login on each device.

Can I activate Quick Login for more than one account on the same mobile device?

Yes. If you log in under more than one username, Quick Login can be activated for each username.

If I activate Quick Login for more than one account on the same mobile device and need to deactivate Quick Login for one of those accounts, will Quick Login be deactivated for all of the accounts activated on that device?

No. If you deactivate Quick Login for one account on a shared device, that will only deactivate Quick Login for that specific account. Other accounts using Quick Login on a shared device will not need to reactivate Quick Login.

What if I lose my device?

You can delete your device by logging in to Online Banking on the desktop site and accessing the Security tab in the Settings widget. All PIN-enabled devices are listed and can be deleted. Deleting a PIN-enabled device will immediately disable PIN authentication for that device.