

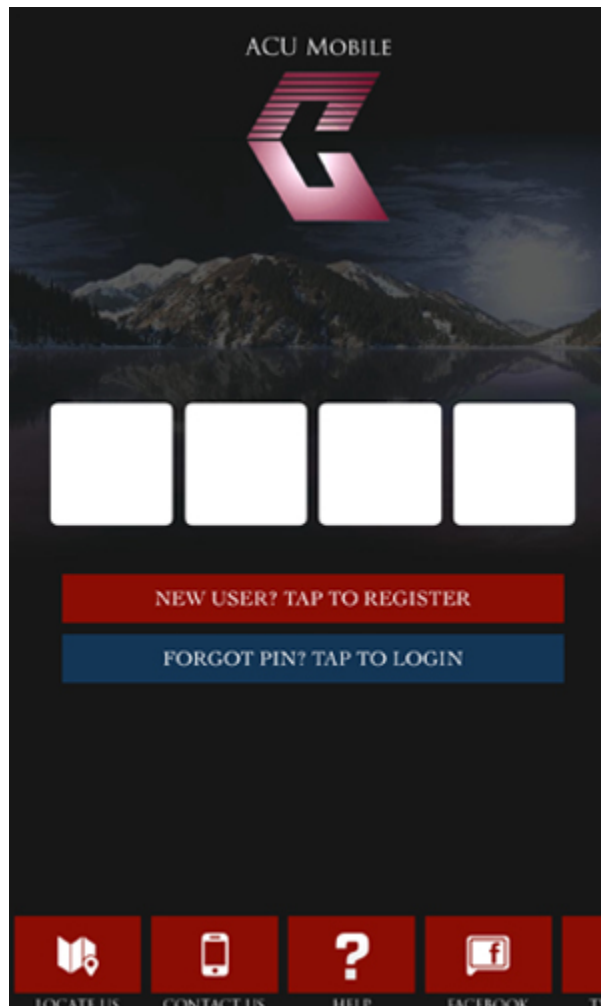


Mobile

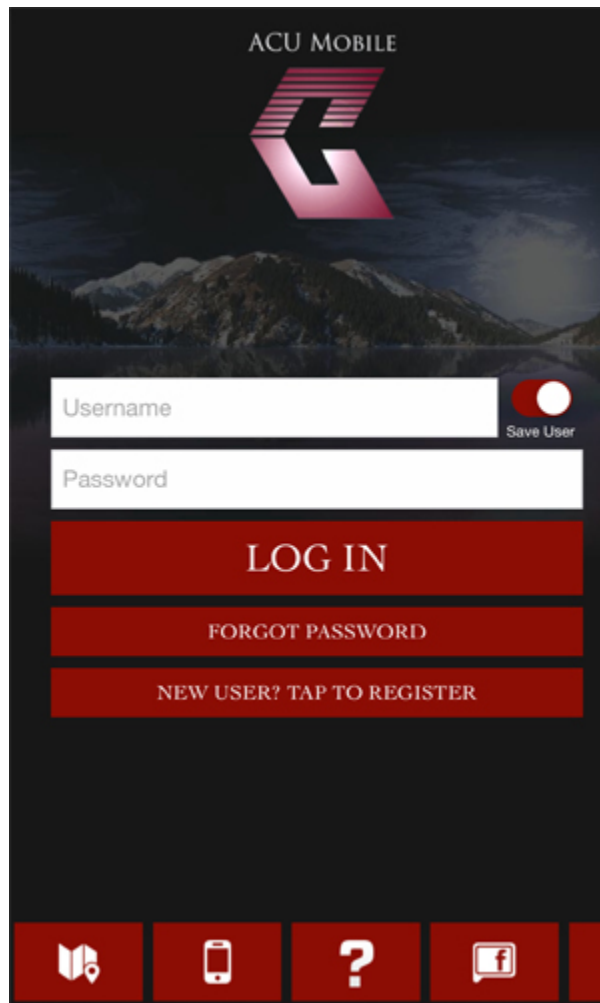
- 1) Access the online banking app.

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 the logo are two input fields: "Username" and "Password". To the right of the Username field is a "Save User" toggle switch. 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.

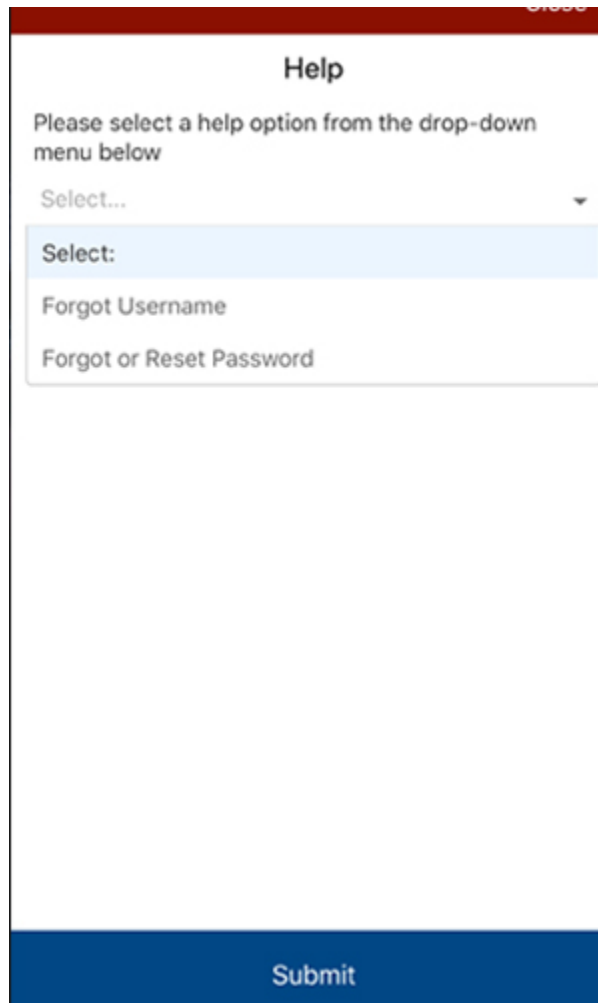
1a) Sign in with Pin, tap “Forgot Pin? Tap To Login”.



2) Tap Forgot Username or Password



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



The image shows a web form titled "Help" with a dark red header bar. Below the title, there is a text prompt: "Please select a help option from the drop-down menu below". A dropdown menu is displayed, showing the text "Select..." with a downward arrow. The menu is open, revealing three options: "Select:" (highlighted in light blue), "Forgot Username", and "Forgot or Reset Password". At the bottom of the form is a dark blue "Submit" button.

Help

Please select a help option from the drop-down menu below

Select...

Select:

Forgot Username

Forgot or Reset Password

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.

The screenshot shows a form titled "Choose New Password". It has three input fields: "Username" (with a blacked-out value), "Password", and "Confirm Password". Below the "Password" field, there are four lines of text: "Password must be 8 to 15 characters long", "Include at least 1 upper case letter", "Include at least 1 number", and "Include at least 1 special character: (!@#%\$^&*_-+=(){}|~:;,./?)". At the bottom of the form is a blue "Submit" button.

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

