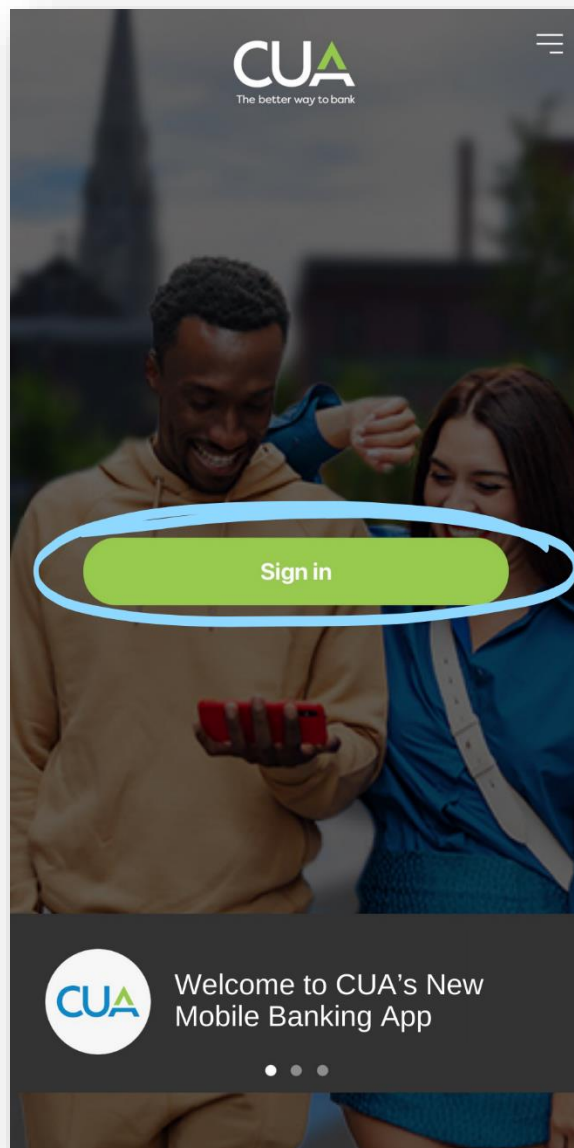


## MEMBER INSTRUCTION GUIDE

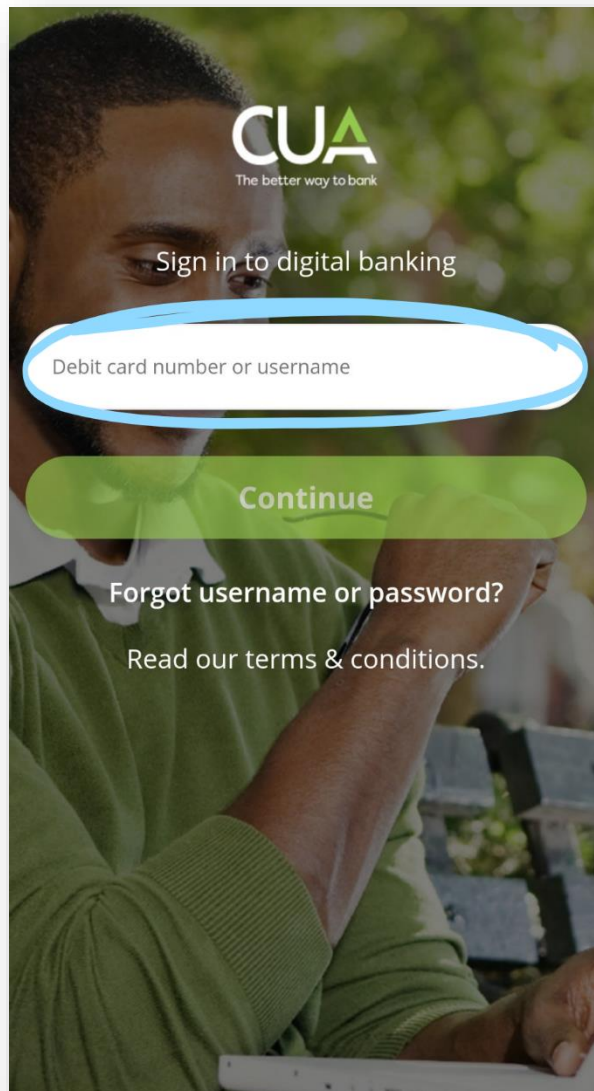
### GUIDE 8: FIRST TIME LOG IN TO MOBILE BANKING

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 (see step 5), 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.*

← **Welcome!**

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.

For identification and security purposes, enter your date of birth and either the mobile phone or e-mail we have on file for you.

An authentication code will be sent to the mobile phone number or e-mail for confirmation.

PAN \* Member/Debit Card Number (populated from previous step)

**1)** Date of Birth

Mobile phone number

+1 Mobile phone number **3)**

**2)**  E-mail

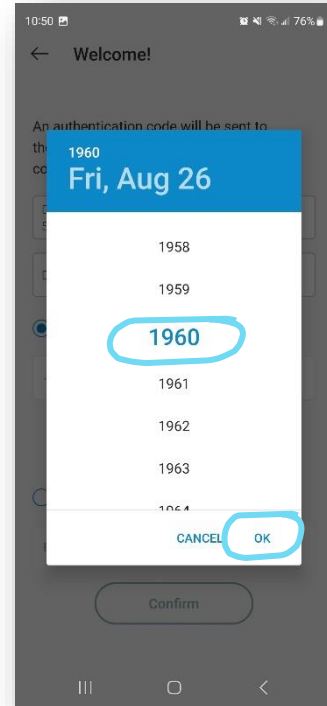
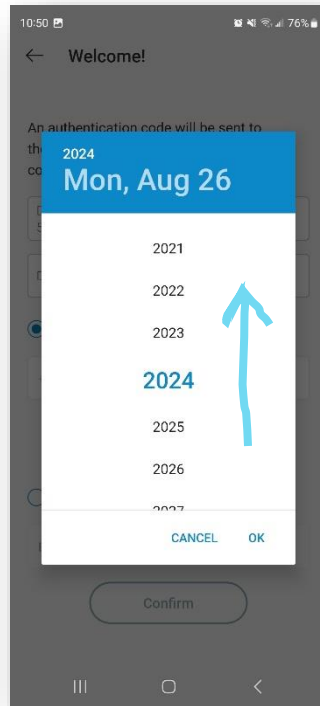
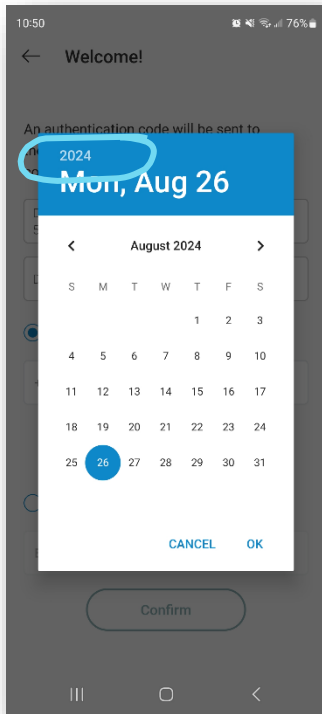
E-mail

Confirm

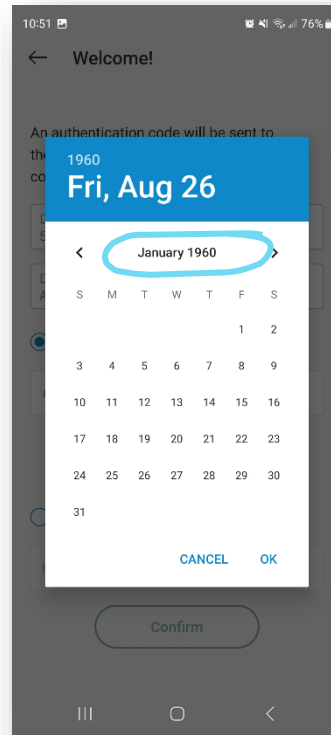
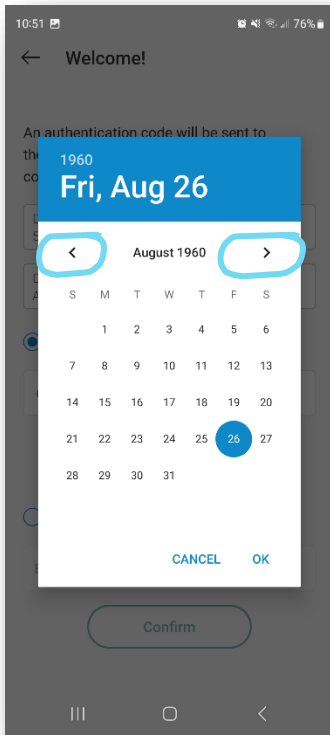
Continue

Cancel

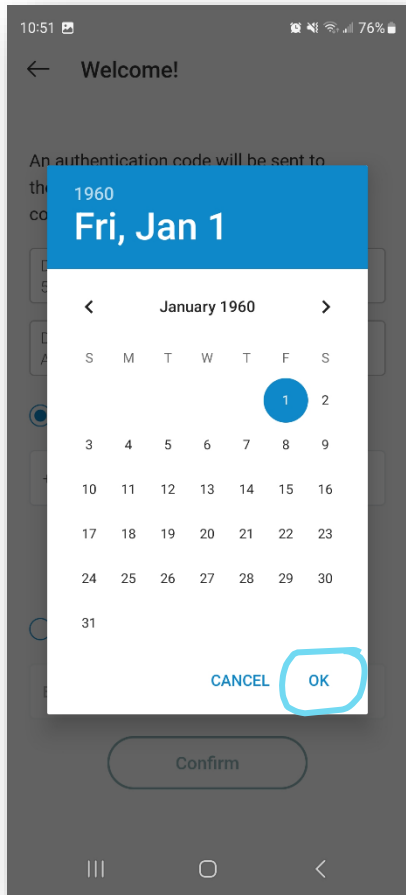
- When using the calendar for your date of birth, you do not need to scroll day by day to find the date. You can quickly scroll to the appropriate year by clicking on the year above the current date. This shows you a scrollable list of all years. As an example, to enter the birth date January 1, 1960, click on 2024. Then scroll upwards until you reach 1960. Click on 1960 so that it is coloured blue, and then click 'OK' in the bottom right corner.



Once there, you will be shown today's date within your selected year. Click on the left or right arrows to scroll to the correct month.



Then, you will see all of the days within that month and year. Once you click on the appropriate day, click 'OK' in the bottom right-hand corner. Your birthdate will populate into the field, and you can proceed to the next step.



6. If the information entered in the above screen matches the information on file at CUA, 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**

7. 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

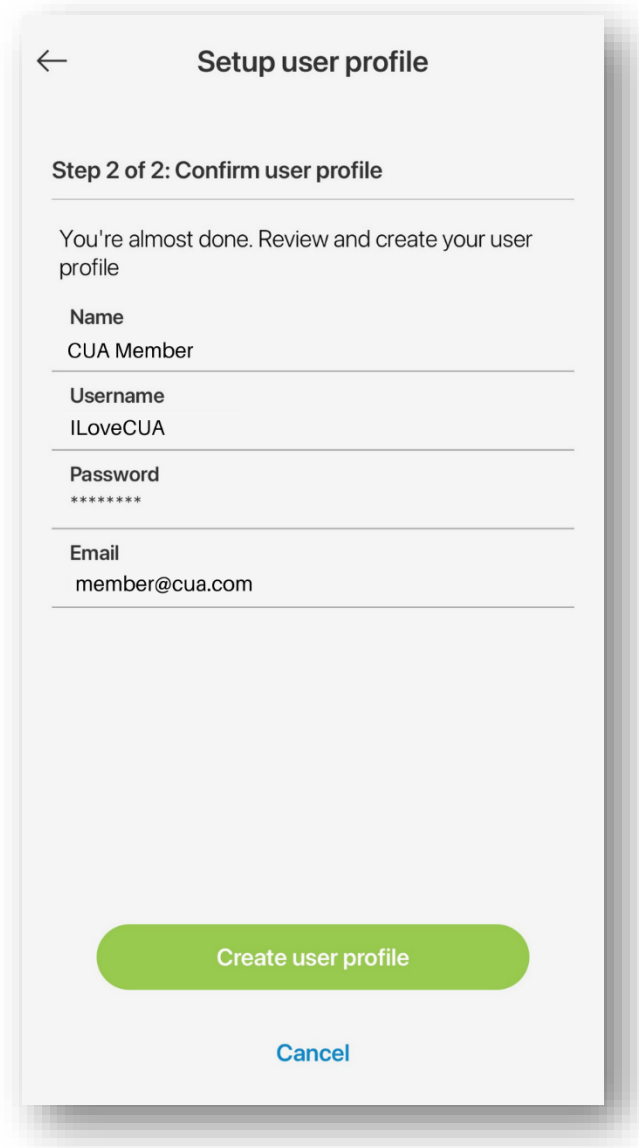
Re-enter password

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

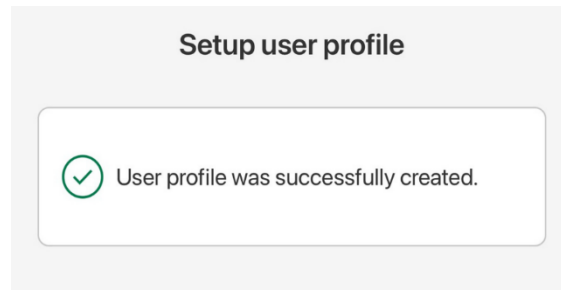
Continue



8. 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.



9. 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

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**Username**  
ILoveCUA

---

**Password**  
\*\*\*\*\*

---

**Email**  
member@cua.com

[Proceed to sign in](#)