

# Northern Lights Credit Union

## Mobile Banking Installation/Enrollment Instructions

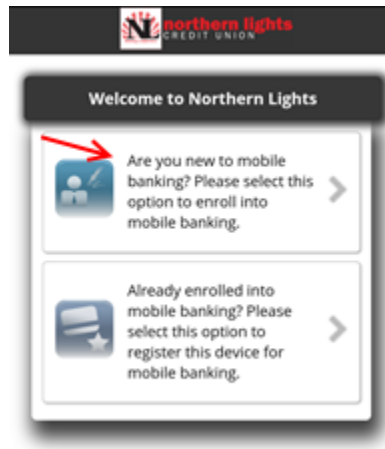
### Getting Started

Each member must go through the enrollment process once. After the member has enrolled, additional devices may be activated without having to enroll again.

1. Obtain and install the app for your mobile device from the appropriate store or marketplace. Search for Northern Lights Credit Union. The URL for the Android app is included below.

<https://play.google.com/store/apps/details?id=com.moadbus.hnlcu&hl=en>

2. After installation, the app will prompt the user to select one of two choices.
  - a. Select the new to mobile banking choice if this is the first device to have the app installed and skip to the **Enrolling as a New Member** section below. The new to mobile banking choice will allow the user to enroll for mobile banking. All users must select this choice once.
  - b. If the user has been through the enrollment process on one device and this is an additional device the user would like to activate, select the Already Enrolled option and skip to the **Activating Additional Devices** section below.



### Enrolling as a New Member

1. Tap the "Are you new to mobile banking?" option.
2. Enter the member number of the member to be enrolled, the member's current home banking password in the PIN field, the member's Social Security number, the member's first and last name, then tap the Next button.

3:00 PM  
Northern Lights CREDIT UNION  
Making a difference.

New to Mobile banking

Member Number \*

PIN \*

SSN # \*

First Name \*

Last Name \*

Cancel Next

3. Enter a mobile phone number. A one time PIN (OTP) to complete the enrollment process will be sent to this number for the current device and all subsequent devices to be activated for the member. The phone number must be unique and can not be shared with other member accounts. Enter the email address associated with the member's account and the member's date of birth. Tap the "Next" button.

3:02 PM  
Northern Lights CREDIT UNION  
Making a difference.

New to Mobile banking

Phone (OTP for mobile banking will sent to this number) \*

Email \*

Date Of Birth \*

Previous Next

4. A one time PIN number will be sent to the phone number entered in the step above. The one time PIN will come from (347) 933-6249.
5. Enter the one time PIN from the step above, a userID and a new password. The userID can be the same as the member number, but best security practices suggest that the new userID not be the same as the member number and not be based on known information about the member. The password will be unique to mobile banking and will not alter the member's home banking password. Tap the "Submit" button when done.

3:05 PM  
Northern Lights CREDIT UNION  
Making a difference.

New to Mobile banking

OTP \*

User ID \*

New Password \*

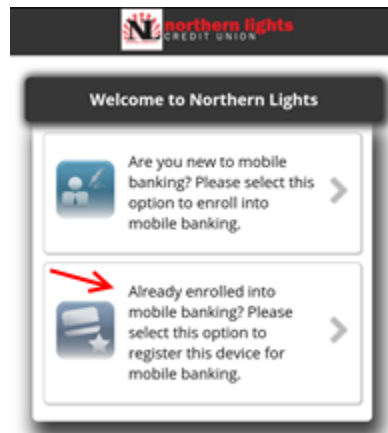
Confirm Password \*

Submit

6. After successfully creating the new userID and password you will be prompted to log in using the credentials you just created. This will complete the enrollment process and activate the mobile app on this device.

### Activating Additional Devices

1. Every member number may have mobile banking installed on multiple devices. Every member must complete the **Enrolling as a New Member** section above on one device. Subsequent devices may use the activation process below.
2. Obtain and install the app for an additional mobile device from the appropriate app store.
3. Select the Already enrolled into mobile banking option.

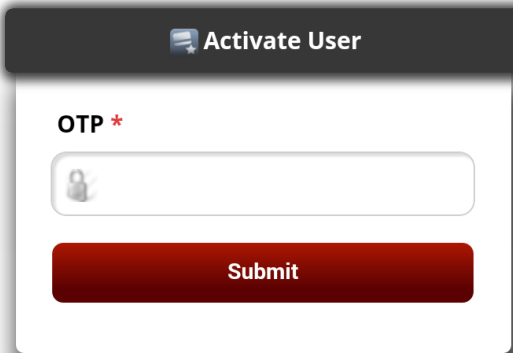


4. Enter the userID, member number and mobile phone number for the member. The userID was created when the member was originally enrolled and may be different than the member number. The mobile phone number entered must be the same number used for enrollment. A one time PIN from phone number (347) 933-6249 necessary to complete activation will be sent to this number. Tap the "Submit" button at the bottom of the screen when complete.

A screenshot of an iPad displaying the 'Activate User' screen. The status bar at the top shows 'iPad', signal strength, '4:53 PM', and '32%' battery. The app header includes the Northern Lights Credit Union logo and name. The main screen has a dark header with 'Activate User' and a white form area. The form contains three input fields: 'User ID \*' with a person icon, 'Member Number \*' with a document icon, and 'Phone Number \*' with a phone icon. At the bottom of the form is a red 'Submit' button.

5. Retrieve the one time PIN sent to the mobile phone number entered in step 5. Enter the one time PIN when prompted and then tap the “Submit” button at the bottom of the screen.

---



The screenshot shows a mobile application interface for user activation. At the top, there is a dark grey header with a white envelope icon and the text "Activate User". Below the header, the text "OTP \*" is displayed in black. Underneath, there is a white input field with a rounded left side containing a small grey icon of a person. At the bottom of the screen, there is a prominent red button with the word "Submit" written in white text.

6. The device is now successfully activated.