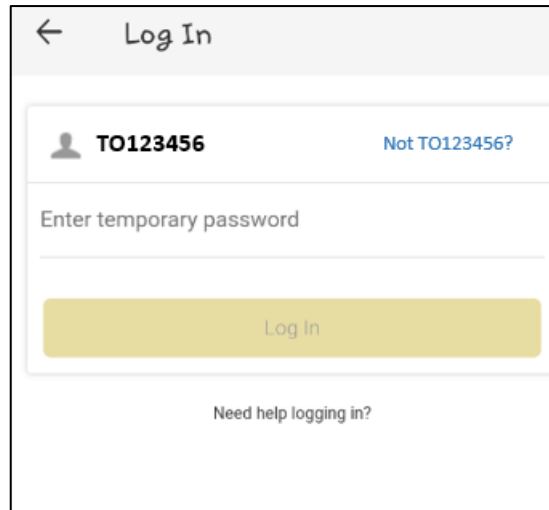
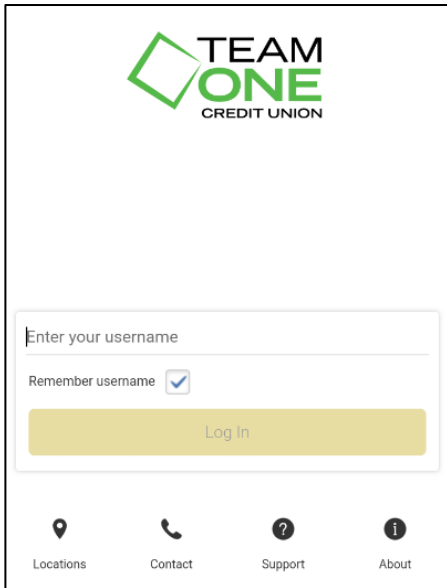


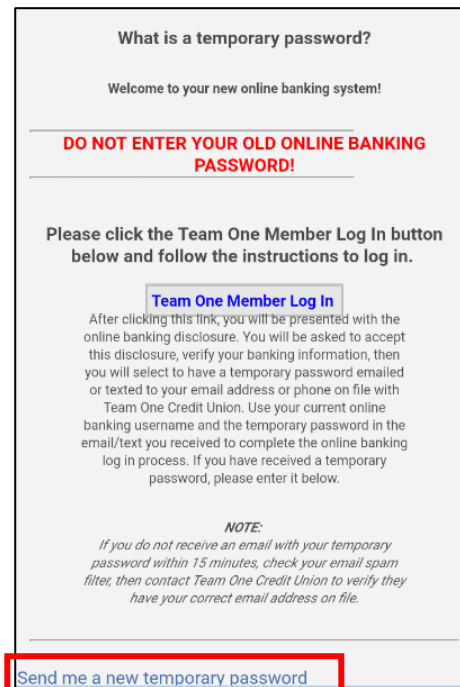
NEW ONLINE BANKING FIRST-TIME MEMBER LOGIN STEP BY STEP – MOBILE APP

FIRST-TIME ONLINE BANKING LOGIN – MOBILE APPS

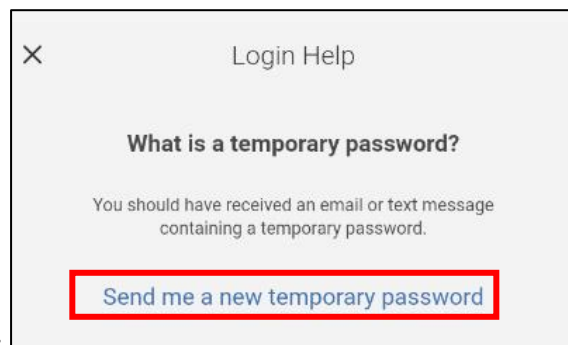
1. Update and access the Team One App from the Google or Apple App store.
 - a. Enter current username
 - b. Select Log In
2. Do not enter a temporary password. Select the **“Need help logging in?”** link.



3. If this is the first time log in, scroll to the bottom and select **“Send me a new password”**

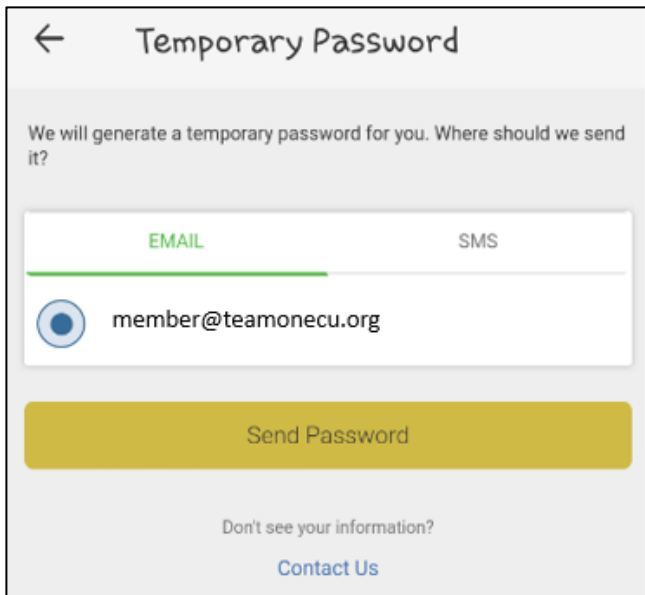


Or



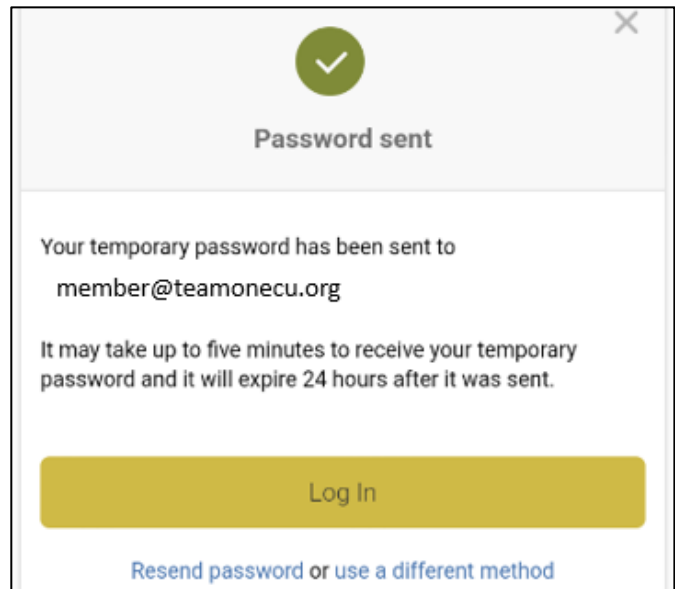
NEW ONLINE BANKING FIRST-TIME MEMBER LOGIN STEP BY STEP – MOBILE APP

4. Select the format the temporary password will be received. (Email or text). Select Send password.



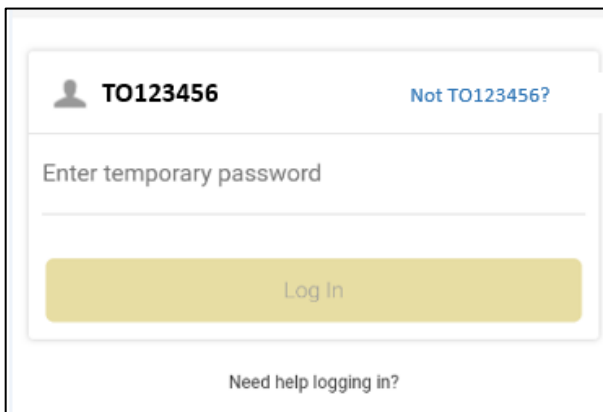
The screenshot shows a screen titled "Temporary Password" with a back arrow in the top left. Below the title, it says "We will generate a temporary password for you. Where should we send it?". There are two radio buttons: "EMAIL" (selected) and "SMS". Below this is a text input field containing "member@teamonecu.org" with a blue circular icon to its left. At the bottom, there is a yellow "Send Password" button and a link "Don't see your information? Contact Us".

5. A password sent screen will display. Select Log In to enter the temporary password



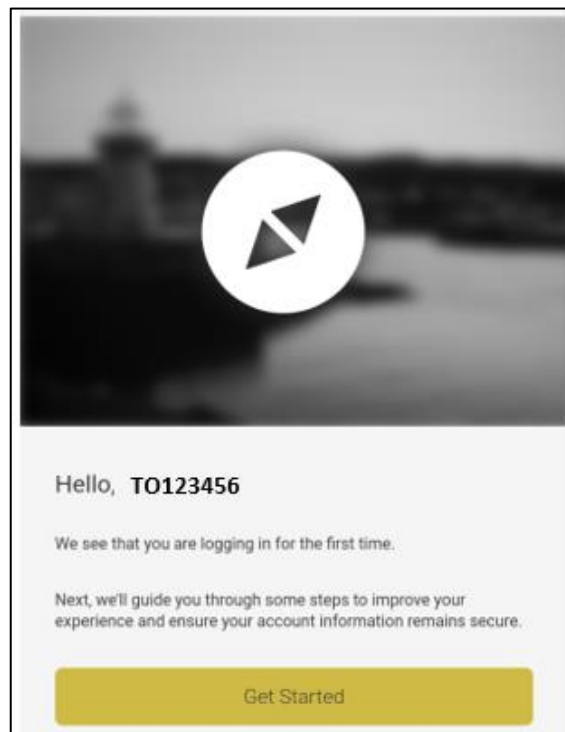
The screenshot shows a screen titled "Password sent" with a green checkmark icon at the top. Below the title, it says "Your temporary password has been sent to member@teamonecu.org". It also states "It may take up to five minutes to receive your temporary password and it will expire 24 hours after it was sent." At the bottom, there is a yellow "Log In" button and a link "Resend password or use a different method".

6. Enter the temporary password received.



The screenshot shows a login screen with a user ID "TO123456" and a link "Not TO123456?". Below this is a text input field labeled "Enter temporary password". At the bottom, there is a yellow "Log In" button and a link "Need help logging in?".

7. A welcome screen will display. Select Get Started.



The screenshot shows a welcome screen with a compass icon in a white circle. Below the icon, it says "Hello, TO123456". It also states "We see that you are logging in for the first time." and "Next, we'll guide you through some steps to improve your experience and ensure your account information remains secure." At the bottom, there is a yellow "Get Started" button.

NEW ONLINE BANKING FIRST-TIME MEMBER LOGIN STEP BY STEP – MOBILE APP


8. Create and confirm a new password, then select Continue.

Please set a new password that will replace your temporary password.


Your password must be at least eight characters in length, contain at least one lowercase letter, at least one uppercase letter, and at least one number.

[Show password](#)

NEW PASSWORD

Enter new password 

CONFIRM PASSWORD

Confirm password 

Continue

9. Select and answer 5 security questions. Once complete select Save Changes

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?

What was the name of your first pet?

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

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

What is your oldest cousin's first name?

QUESTION 5 OF 5 [Change](#)


Who played at the first concert you attended?

Attended

Save Changes


10. Select a confidence image.

Select an image that will be displayed when you enter your password.

11. Once the Confidence Image is selected, enter a confidence word or phrase, select Continue.

Enter a word or phrase that corresponds with your confidence image.

 [Change](#)

seven

Continue

NEW ONLINE BANKING FIRST-TIME MEMBER LOGIN STEP BY STEP – MOBILE APP

12. Verify your contact information, then select Continue.

Please confirm the information below to complete the registration process.

Contact Information

EMAIL [Change](#)
WILLIAMSKARMEN@ATT.NET


PHONE [Change](#)
Mobile 810-964-6330

General Settings

TIME ZONE [Change](#)
Eastern Standard Time

[Continue](#)

13. Review and Accept Disclosure.

 Disclosure ACCEPT

CONSENT TO CONDUCT TRANSACTIONS ELECTRONICALLY AND TO RECEIVE ELECTRONIC DISCLOSURES AND NOTICES

This Agreement governs the use of Team One Credit Union's Online Banking Service also referred to as "Mobile Banking", jointly referred to as the "Service" provided by Team One Credit Union. By using the Service to conduct transactions, you agree to the terms of this Agreement.

DEFINITIONS
As used in this Agreement, "account" and "accounts" mean the Team One Credit Union account in which you are either the owner or joint owner. "Loan account" and "loan accounts" mean any loan you have with Team One Credit Union. "You," "your," and "yours" mean the person(s) using the Service. "We," "our," "us," "TOCU", and "Financial Institution" refers to Team One Credit Union, the financial institution that holds your accounts.

DEPOSIT AND CREDIT AGREEMENTS
Unless specified otherwise, the terms and conditions in this Agreement shall have priority and take precedence over any existing terms and conditions in existing account disclosures and agreements you have with us in the event of a conflict.

REQUIRED EQUIPMENT
In order to use the Service, you will need a computer, tablet, or mobile device with Online access (in this Agreement, your computer, tablet, or mobile device

14. Once the Disclosure is accepted, you will access to online banking via the mobile app.