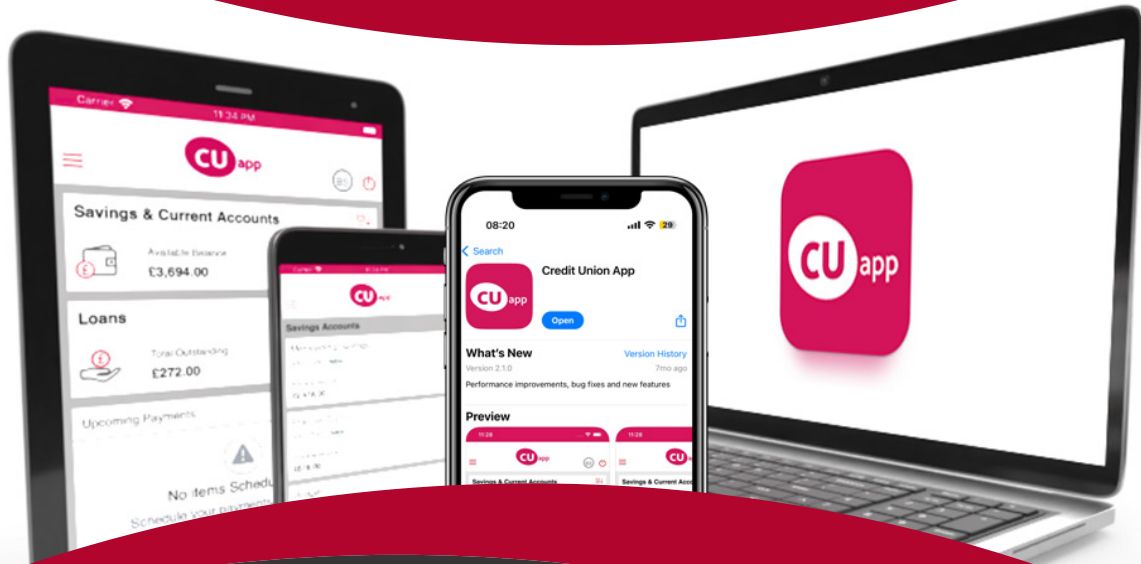


# GETTING STARTED

with the CU App



Download the Credit Union App to manage your money 'on the go', conveniently from your mobile, whenever you wish

Securely request withdrawals, transfer between accounts, view account balances and transaction history, and more!

You will need your Member Number to register on the App

Find this on your New Member Welcome Email or on the top of our letters

## BEFORE YOU BEGIN

### GRAB

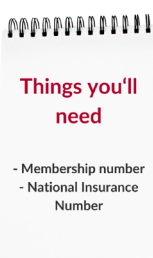
**your mobile phone**

You will need this to receive your One Time Passcode



### PREPARE

**your National Insurance Number and Membership Number**



### SEARCH

**'Credit Union App'**

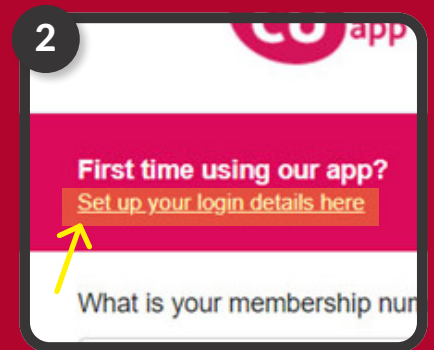
on App Store or Google Play and download



# HOW TO GET ONLINE

Follow our  
step-by-step guide

- 1 Once you have downloaded the CU App, you will now need to register to access your account. This can be done directly through the App or via our website.  
To register through our website, click 'Member Login' in the top right hand corner, or at the bottom of the Mobile Menu.
- 2 Click the 'Set-up your login details here' link (in the pink banner towards the top of the screen).
- 3 Enter your Membership Number, National Insurance Number, and date of birth. Click 'validate'.
- 4 You will need your mobile phone to receive a one-time passcode (OTP).  
*If you do not receive your OTP within a few minutes, please click 'resend'.*
- 5 Enter your OTP and click 'confirm'.
- 6 Enter your Membership Number and set up your password.  
Select a memorable question and type your answer into the boxes. Click 'proceed'.
- 7 Confirm the answer to your memorable question is correct. Click 'confirm'.
- 8 Once you are happy with the Terms and Conditions and the Privacy Notice, tick the boxes shown and click to confirm.



What is your membership number?  
6000001906

What is your National Insurance number?  
TE555555T

What is your date of birth?  
01/01/1984

**SMS Security Check**

To check your identity we will now send an SMS text message to your mobile number ending XXXXXXXX8435. If this number is correct, click 'Send SMS'. If it is not, please contact us.

**First Time User Registration**

**SMS Security Check**

Enter the six-digit code sent to your mobile phone by text.

Didn't receive a text? **Resend**

**New User Registration**

**Set up your login details**

What is your membership number?  
6000001906

Enter Your Password (i)

Re-enter Password

**Note:** To reduce the risk of data theft we recommend using virtual keyboard (📄) to enter your answer

Memorable Word Question  
Select

Answer (i)

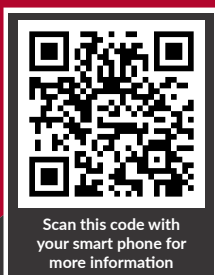
Re-enter Answer

**First Time User Registration**

**Show Memorable Q & A**

Q: Who was your first employer  
A: .....

All done - you can now log in  
to online banking!



Scan this code with  
your smart phone for  
more information



**Penny Post Credit Union**  
North West Midlands Mail Centre, Wolverhampton  
Tel: 0333 332 1461 Email: office@penny-post.co.uk

[www.pennypostcu.com](http://www.pennypostcu.com)



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