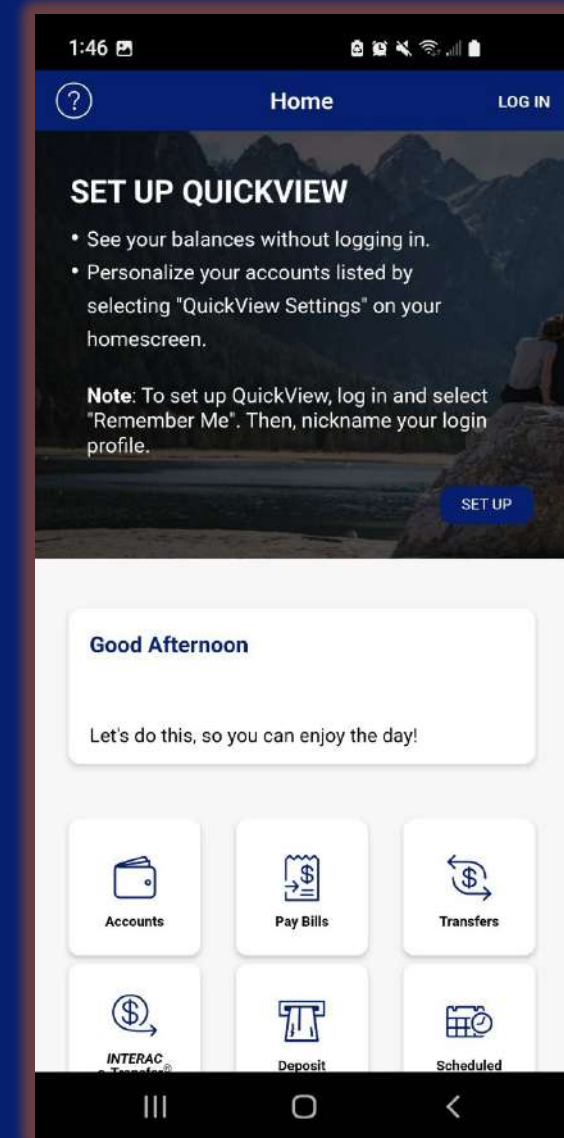# Valley Credit Union - Mobile App

- Feature enhancements:
  - QuickView of accounts on home screen
  - Biometric Login

GET IT ON Google Play

Download on the App Store

🔍 **Troubleshooting Tip – If you experience any issues when upgrading the Mobile App, uninstall and reinstall.**

CREDIT UNIONS

How to Login

- Enter your **"New Member ID"**

- Enter your current **"Personal Access Code"** (PAC)

- You can use the **"Forgot Personal Access Code"** link to reset your account

- Use the **"Remember Me"** checkbox to save your profile and give it a **"Nickname"**

Troubleshooting Tip – Clear your old Member ID before trying to login for your first time, after the upgrades.
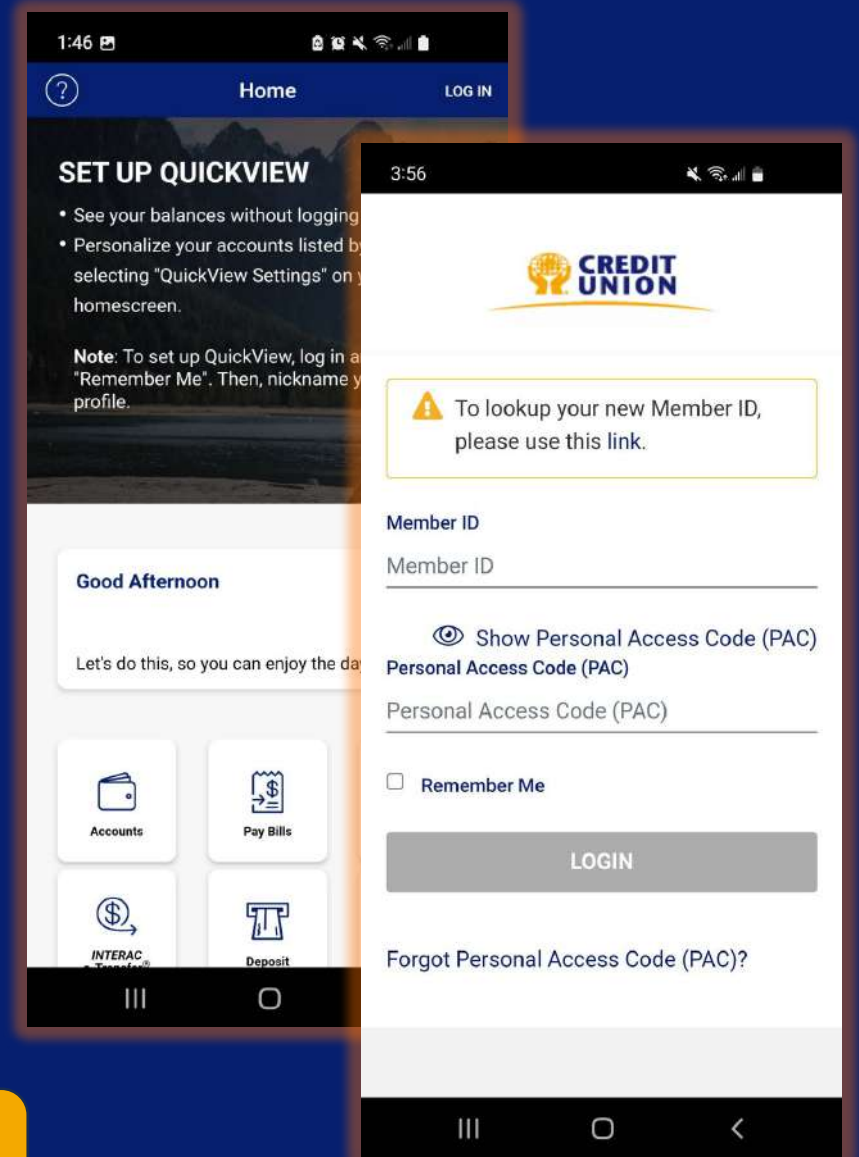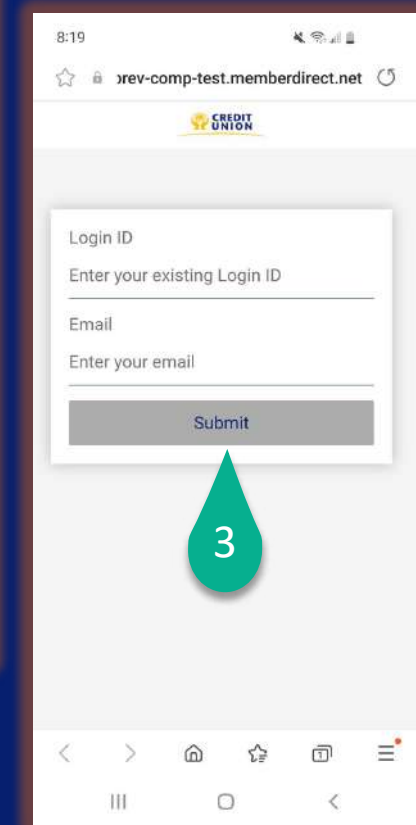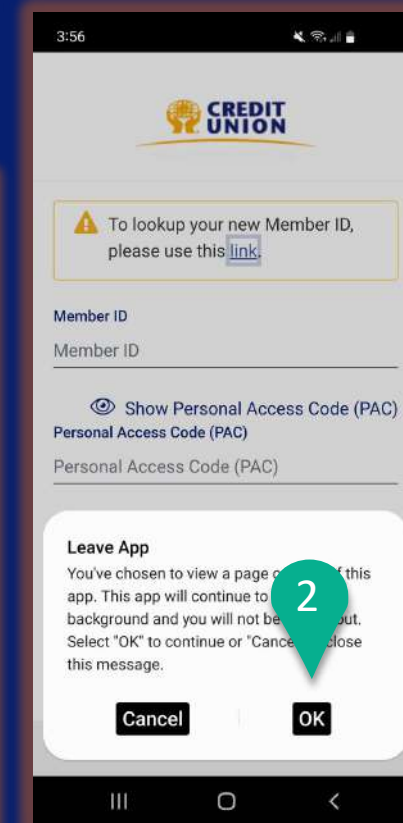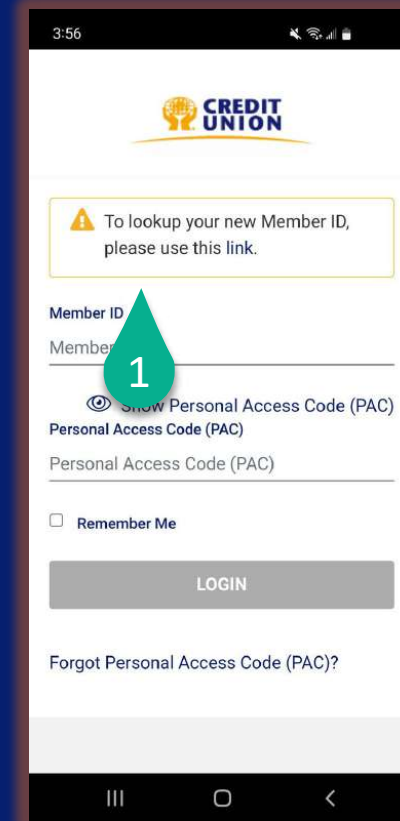
NEW- Member ID Lookup Tool

Steps:

1. Use the link in the message box on the login screen

2. Agree to view the page outside of the app

3. Enter your old Primary Member Number (Login ID) and email address on record with Valley CU

4. Press submit

An email with the New Member ID will be sent if the credentials match. This feature is only available after the upgrades Feb 11, 2025.

Remember Me Feature

Steps to save your NEW profile:

1. Enter New Member ID and PAC

2. Select the **"Remember Me"** checkbox

3. Give your login profile a **"Nickname"**

4. Click **"Login"**

Issues with your old profile still showing up?
The quickest way is to uninstall the app and re-download from the app store. This will clear your old login details.

Biometric Login

Enhanced Feature

- Apple iOS Face ID / Touch ID login and Android fingerprint recognition support available

- Bypasses the need to enter the 2-Step Verification code

Prerequisites:

✓ Biometrics set up on mobile device:
  - For instructions on Apple Touch ID, go to: https://support.apple.com/en-ca/HT201371
  - For instructions on Apple Face ID, go to: https://support.apple.com/en-ca/HT208109
  - Setup for fingerprint recognition on an Android operating system is device specific. Refer to the phone's user guide for instructions.

✓ Login Profile saved

CREDIT UNIONS

Biometric Login

You may be asked to setup when you login for the first time.
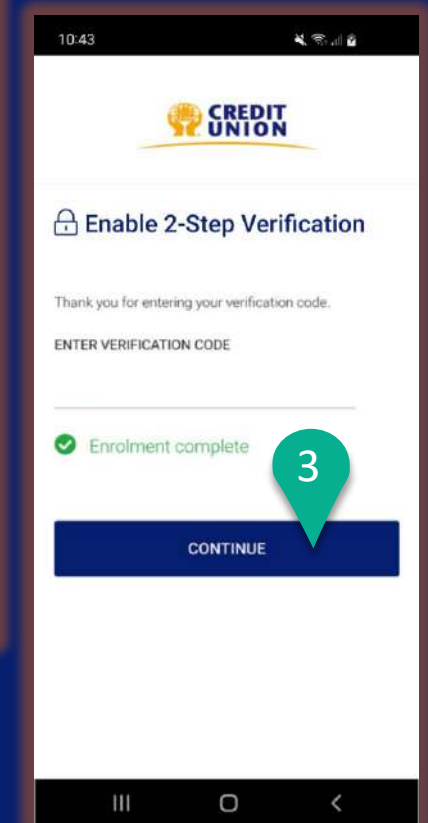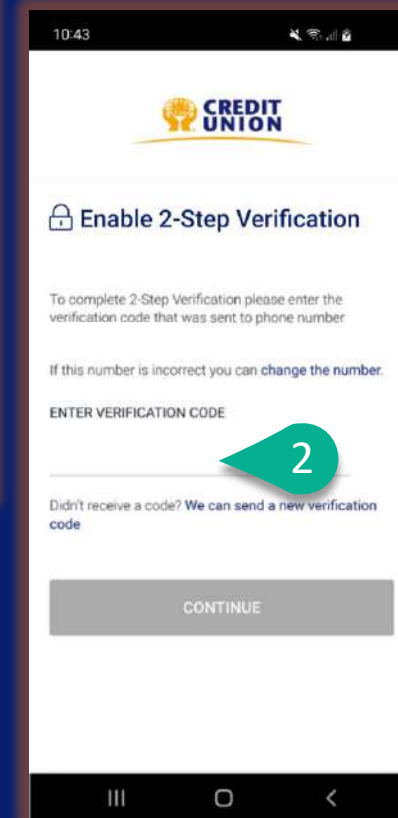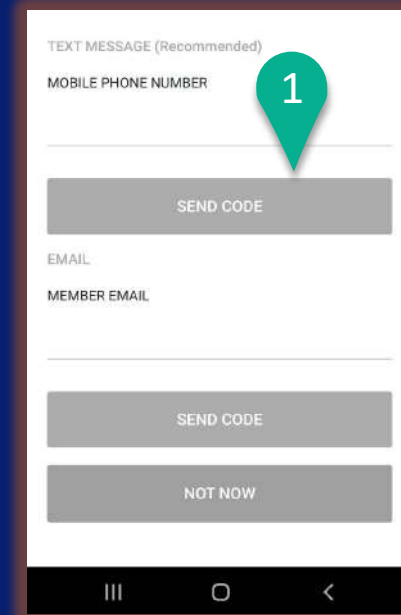
Steps to enable:

1. Select the **"Settings"**

2. Select **"Biometric Setup"**

3. Read and accept the agreement

4. Toggle **"Use Biometric Login"** to **"ON"** and enable when prompted

5. Enter your **PAC** and **"Save"**
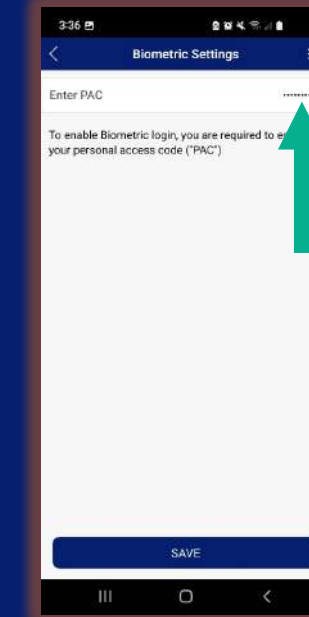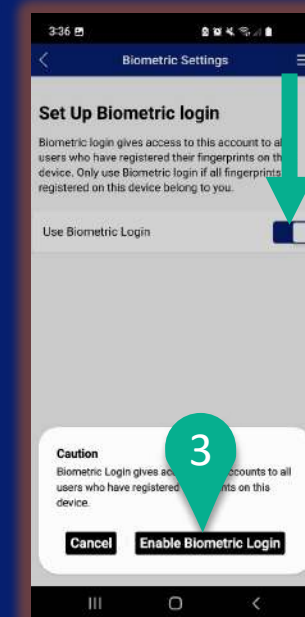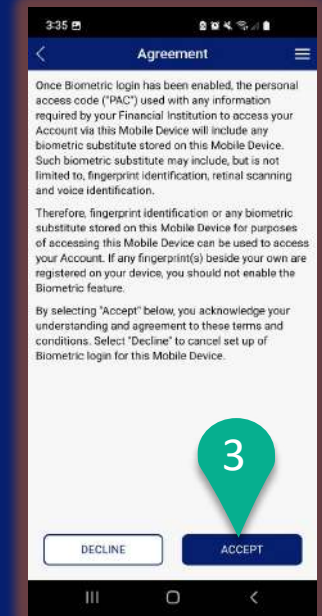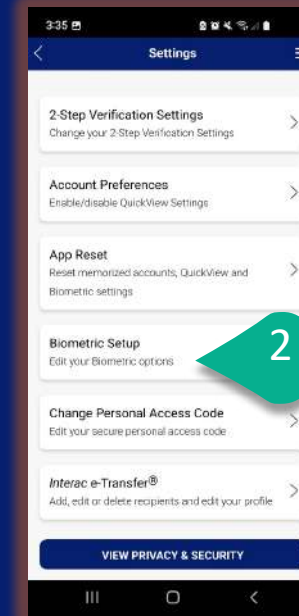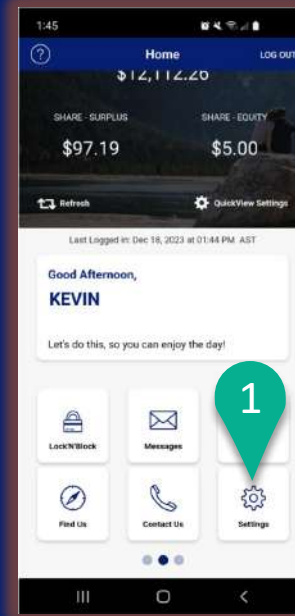
2-Step Verification

Setting up your security details:

1. Enter "**Mobile Number**" (recommended) or "**Email address**" and click **"Send Code"**

2. Enter the code received by method selected

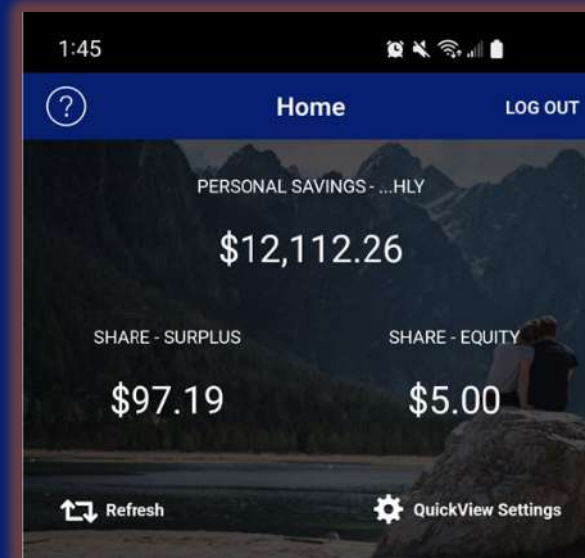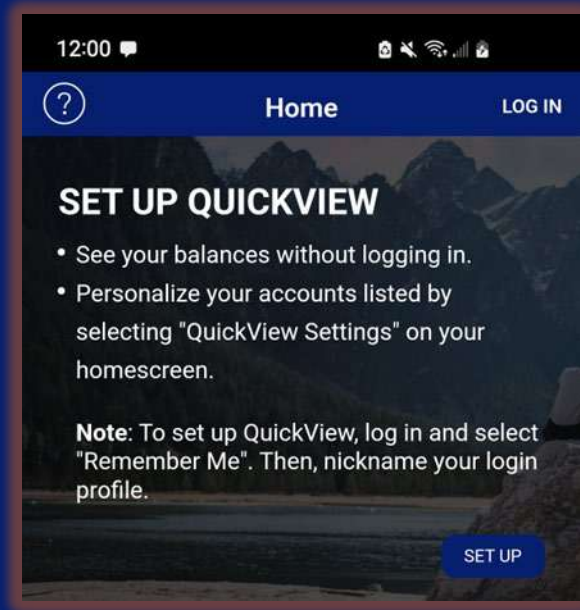3. Click **"Continue"**

🔍 **A second step on your account protects against password-stealing scams.**

What is QuickView?

Enhanced Feature

- See your balances without logging into the app
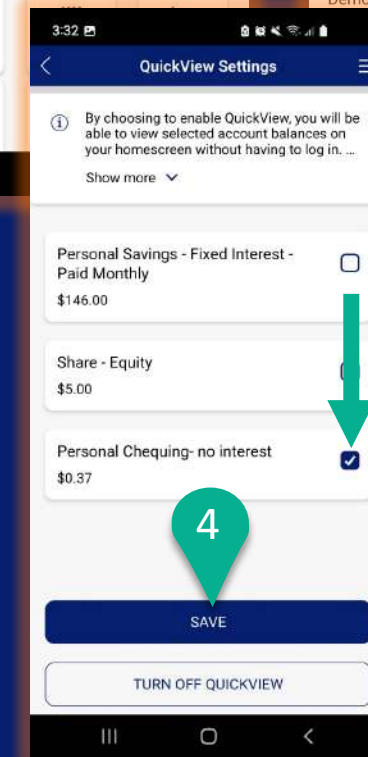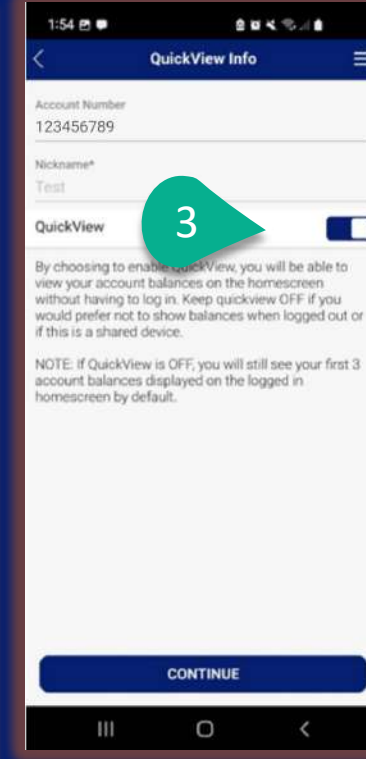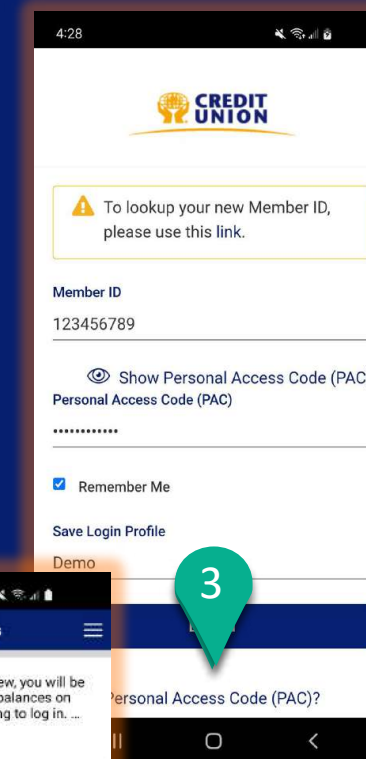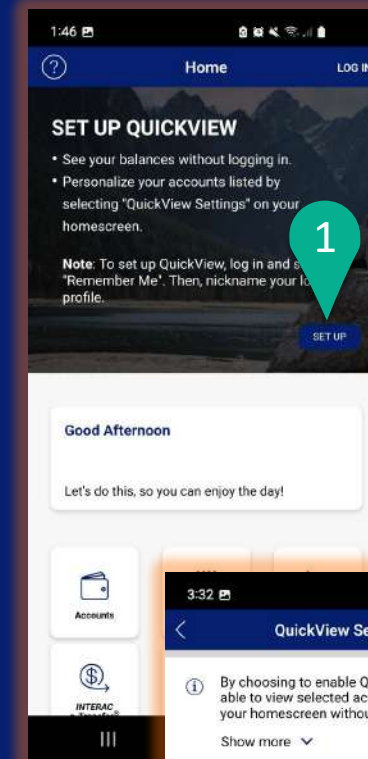- You have full control to personalize this setting

How to Enable QuickView

Steps to set up:

1. Click **"SET UP"** on home screen

2. Enter your login credentials, select **"Remember Me"** and give your account a **"Nickname"**, then login

3. Toggle **"ON" QuickView** and click **"Continue"** to save your settings

4. Select up to three (3) accounts and **"Save"**

Consolidated Account View

How to find your Account Number

1. Click on the "**Account**" tile

2. **"Select"** the account to view

3. Open the **"Account Details"**
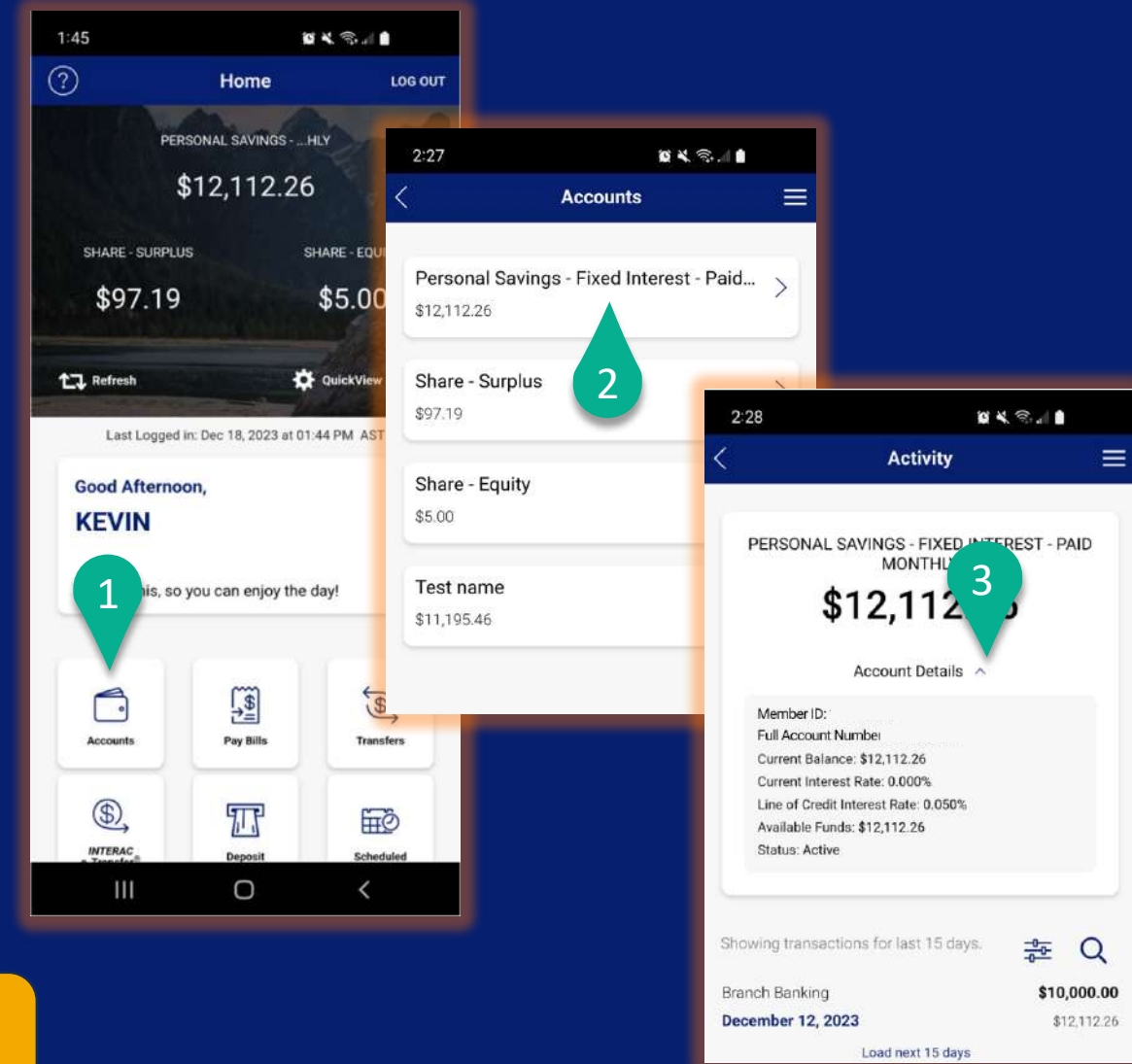
💡 **Existing account nicknames will remain in place**

CREDIT UNIONS

Interac e-Transfer®

Due to the Feb 2025 upgrades, you can expect a loss of:

- Sender Profile
- Recipient list
- History
- Autodeposit

Action After:

- ✓ Register for Interac e-Transfer
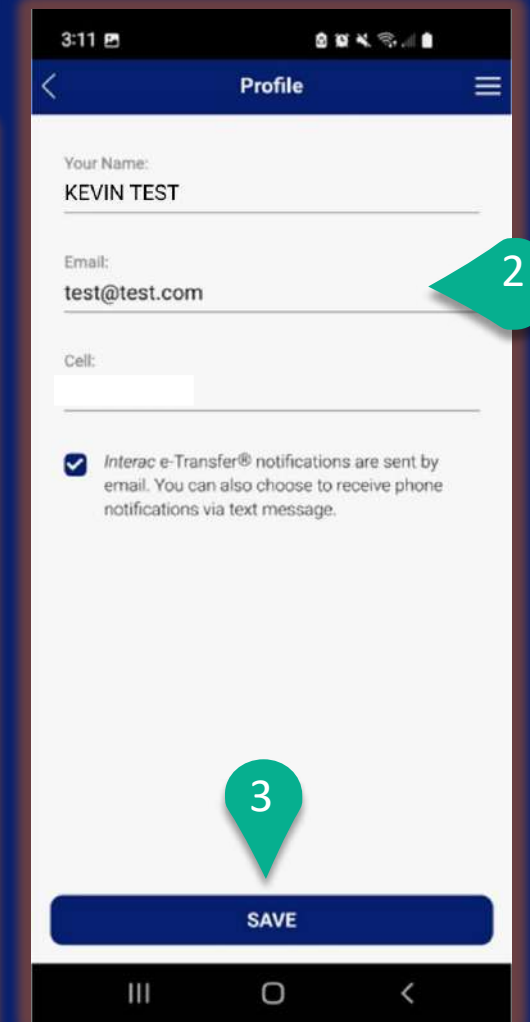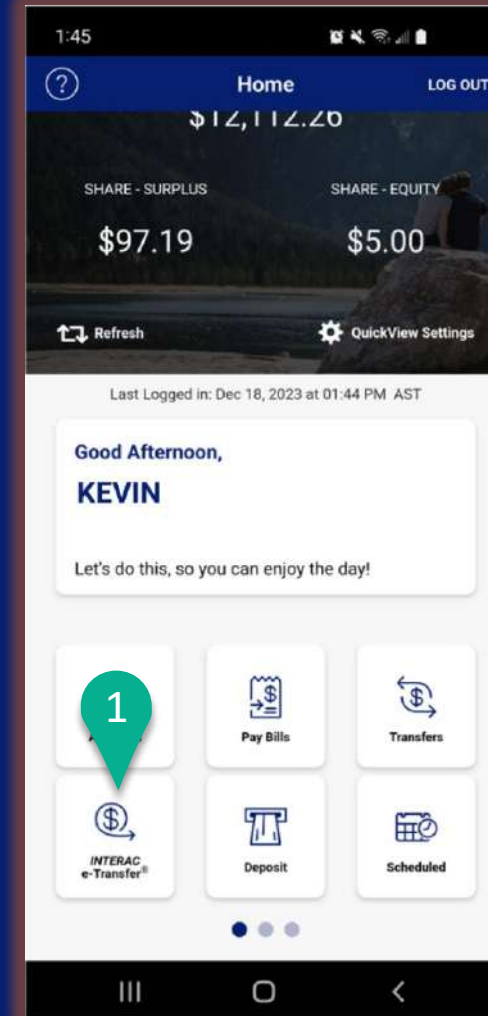- ✓ Add recipient list
- ✓ Register for Autodeposit

Interac

CREDIT UNIONS

Interac e-Transfer® Profile

Steps to take:

1. Select **"Interac e-Transfer"** tile

2. Complete profile details

3. Click **"Save"**

During the upgrades in February 2025, autodeposit will have a brief period where they may need to be manually accepted or may not show until you update your settings.

# *Interac* e-Transfer ® Autodeposit

Steps to register:

1. Select **"Interac e-Transfer"** tile

2. Select **"Settings"**

3. Select **"Autodeposit"**

4. Select **"Add Email"**

5. Complete the details and **"Update"**

6. Check your email and **"Complete Registration"**
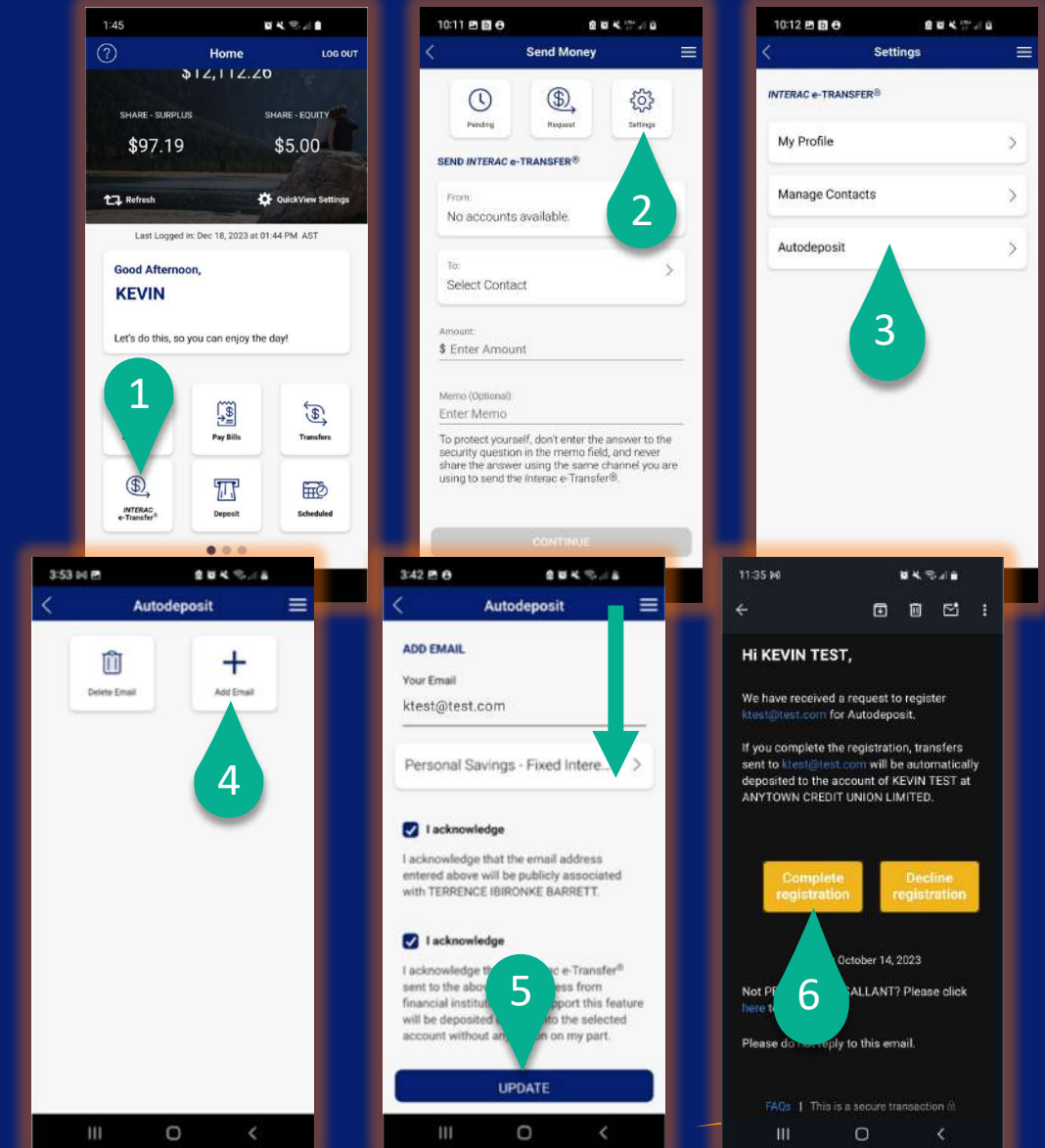
Interac e-Transfer® Contacts

Steps to add contacts:

1. Select the **"Interac e-Transfer"** tile

2. Select **"Settings, Manage Contacts, Add New Contact"**

3. Enter contacts details.

4. Select **"Add Contact"**
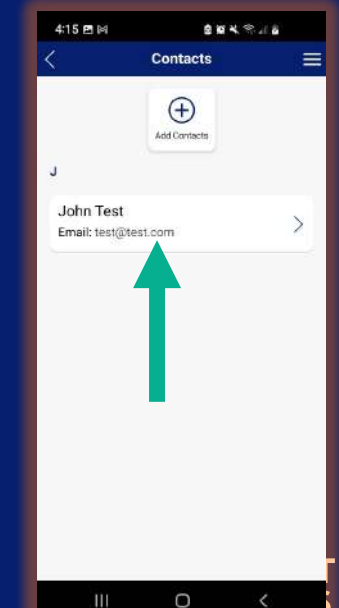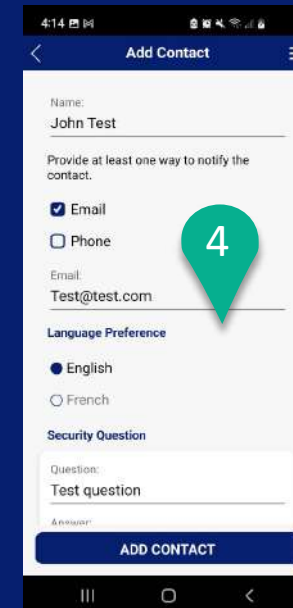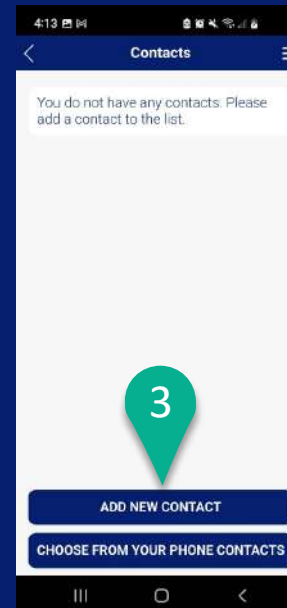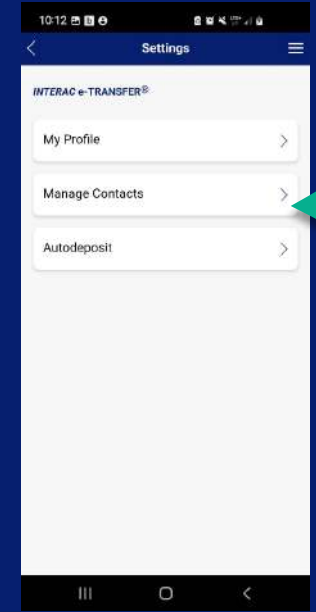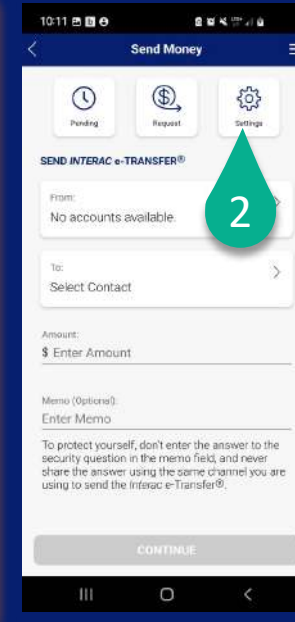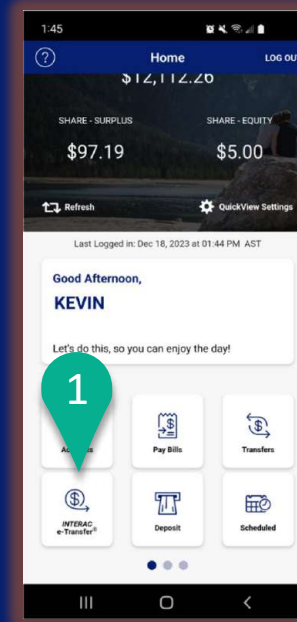
Turn on Account Alerts

Turn on the alerts and notifications:

1. Select the **"Alerts"** tile
2. Select **"Manage"**
3. Select all alert types
4. Click **"Save"**