



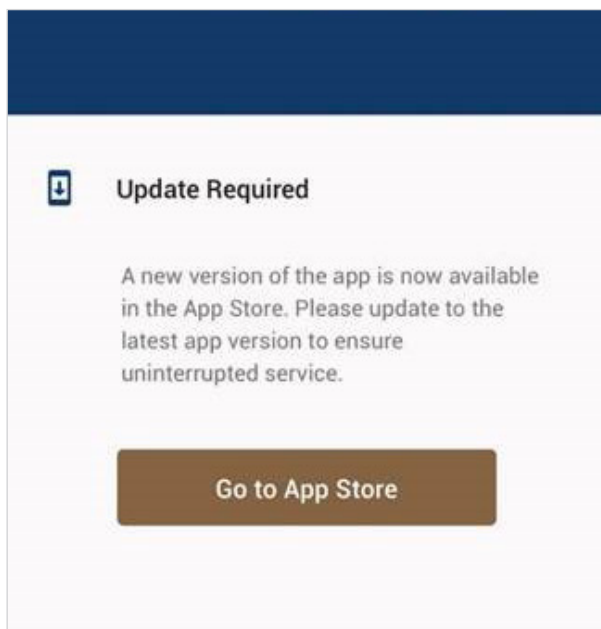
Digital Banking Login Guide

Here is a quick guide to walk you through what logging in to digital banking will look like **if you use the TrueCore app.**

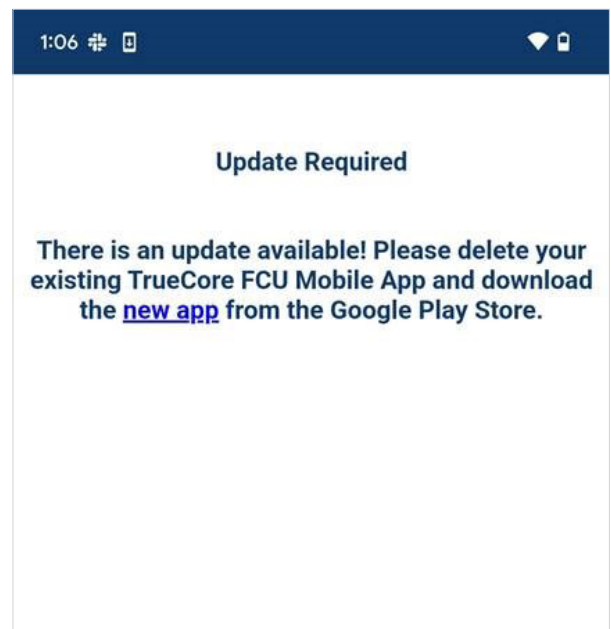
1. Once the new platform is live on February 27, from your existing app's login screen, you will be redirected to download the new app.



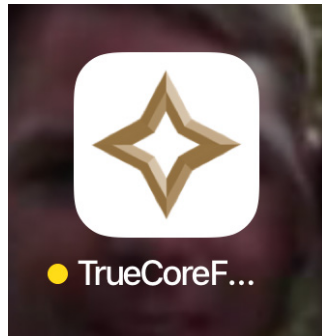
If you use an Apple product (iPhone/iPad), this is the prompt you will receive:



If you use an Android product, this is the prompt you will receive:



2. Once you have downloaded the new app, your icon will look like this:



*Please make a note that you will want to delete the old app on your device once your new app is live to prevent confusion in the future.

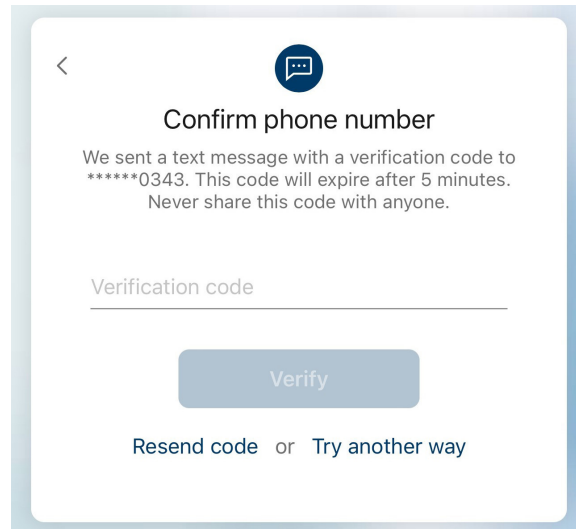
3. Once you're in the new app, you will see this screen. Please enter your existing username and password.

The image shows the login screen of the TrueCore app. At the top is the TrueCore logo, which consists of a gold star icon followed by the text "TrueCore" in blue and "FEDERAL CREDIT UNION" in smaller blue text below it. Below the logo are two input fields: "Username" and "Password". To the right of the "Password" field is a "Hide" link. Below the "Password" field is a "Forgot?" link. At the bottom of the form is a blue "Sign in" button. Below the button is the text "First time here? Enroll now".

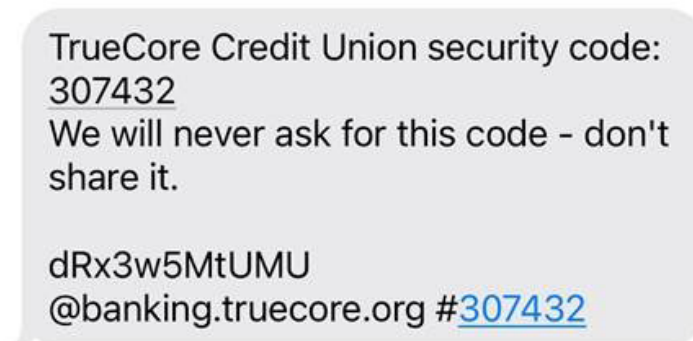
4. If you have forgotten your existing login credentials, no worries! You can select the **Forgot?** link and follow the prompts.

This image is identical to the previous one, showing the TrueCore login screen. However, a red circle highlights the "Forgot?" link, and a red line connects it to a red-bordered box on the right containing the text "Account Recovery".

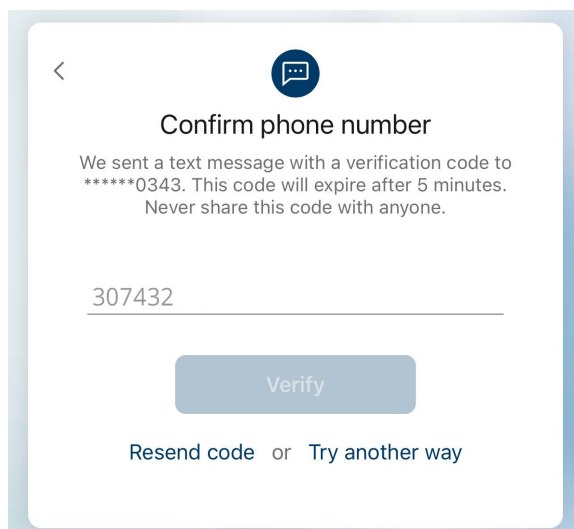
5. For added security, you will be required to add 2-factor authentication to your account. Please note that it will default to texting the verification code to the mobile phone number we have on file at TrueCore.



6. Your authentication text message will look similar to this:

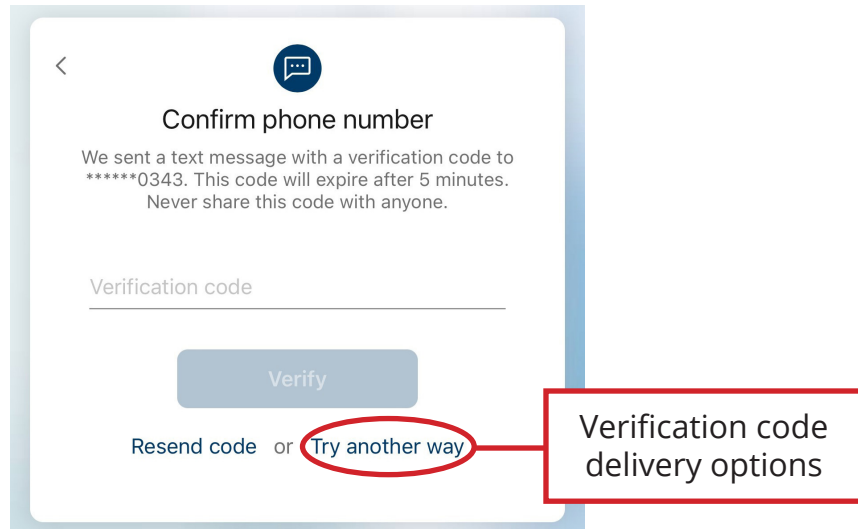


7. Promptly enter the authentication code in the area below:



* Don't worry, in the future you don't need to get a confirmation code every time you log in if you don't want to. Simply check the "Don't ask for codes again while using this device" option.

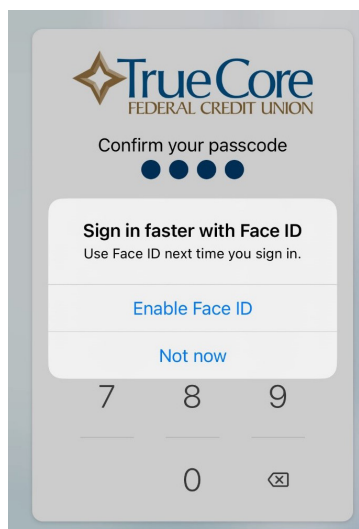
8. If you are unable to receive text (SMS) messages, select **“Try another way”**.



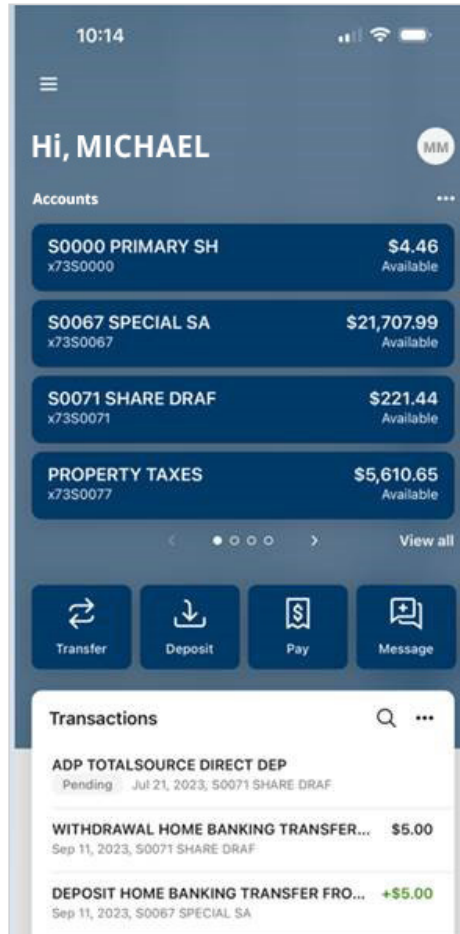
9. For an added layer of security, you will be prompted to create a new passcode for the device you are currently using:



10. You will be given the option to sign in faster with Face ID. Face ID is not required; it is your choice whether to use it or not.



11. Once you've provided authentication, you're all set! Now you can start exploring the options within TrueCore's new digital banking app.



We hope you love it. Thank you for your patience during the transition, and if you have any questions, please visit www.truecore.org, email info@truecore.org, or call/text 740-345-6608.

Thank you for your membership.

