



Instructions for Moving to the NEW Online & Mobile Banking Platform

A short verification process is required to move to the new platform. You only need to complete this once - either using Online Banking OR the new Mobile App. Your choice, either is fine. After you complete the short verification process, you can log in to either Online or Mobile Banking any time. **Once you move to the NEW platform, you will no longer have access to the old version. Furthermore, attempting to access the old version after moving to the NEW version will lock access to your accounts.**

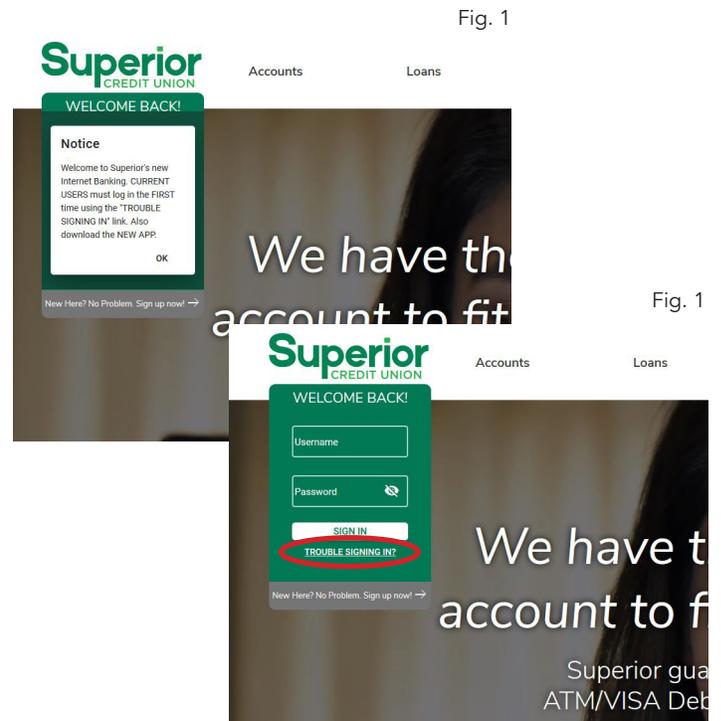
Wondering where to get started? See your access options below. Select one option, Online or Mobile, then proceed to "Moving to NEW Online & Mobile Banking - Existing User" on page 2.

Accessing NEW Online Banking

Go to our website SuperiorCU.com and select the "WELCOME BACK!" link at the top left below our logo (Fig. 1).

1. Sign Up or Log In to the NEW Online Banking.

Use this link to convert to the new platform, by following the "Moving to NEW App - Existing User" instructions on page 2. If you have already converted to the new platform, use this link to log in.



Accessing the NEW Mobile App

Download our NEW mobile app in the Apple App Store or Google Play Store. Search for "Superior CU" and download the app. Delete the old app. **Attempting to log in to the old app after converting to the new platform will lock your online account access.**



Tip: Be sure to delete the old mobile banking app. You can tell the difference between the old app and the new app by looking at the icon on your phone screen. The old app will have a white border around the icon. New app does not have a border.



Moving to NEW Online & Mobile Banking - Existing User

Use the instructions below on either platform (mobile or online) to move your account access to the NEW version. The screen shots shown are taken from mobile, but also apply to the online version.

1. **It is very important that you use the correct email address when converting to the NEW platform.** Please log in to the old online banking and verify the email address used for your primary email. Log in and select "My Settings" at top right. Look at the first section, called "Personal Information" and review the "Primary email address" listed.

At this point you can edit/update your email address or use what is there (if it is correct). You must have access to this email address, since a verification email will be sent to that address during the verification process. Make a note of this email address to ensure you use this email in step 5.

2. Go to our website for online access, or download the new app for mobile access (as shown on side 1 of this handout). You can set up your account access using whichever method you prefer, and only need to do it on one of the two - mobile or online.

 **Tip: You must download the NEW mobile app to use NEW mobile banking. Using the old app after you have migrated to the NEW system will result in your account access being locked.**

3. At login, you will be prompted (Figure 4) to select the "Trouble Signing In?" link. Select that link (Figure 5). As we convert to the new platform, this is a security step designed to authenticate your identity.
4. Select the first option "Forgot Password" (Figure 6). Online version skips this step and takes you right to the Email/User Name submission page.
5. Confirm your user name and email address on file. You will receive an email. If you don't receive it within a few minutes check your Junk Email folder.
6. In the email you receive, select the RESET PASSWORD button.
7. You will be prompted to change your password.

 **Tip: You can keep your existing password if it meets the security criteria - simply enter it when prompted. Otherwise you will need to select a new password during this step.**

8. Once your password is updated, you can log in. You will no longer have access to the old version. **Attempting to log in to the old version after converting to the new version will lock your online account access.**

Fig. 4

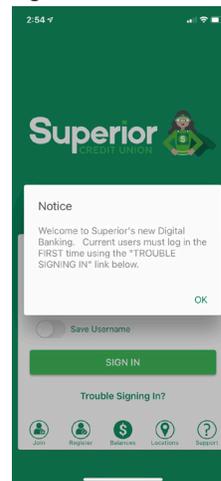


Fig. 5

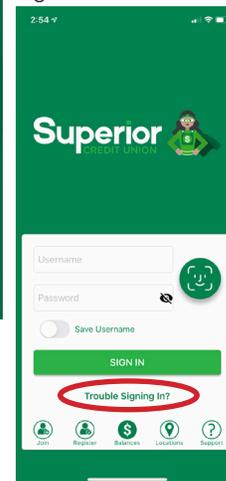
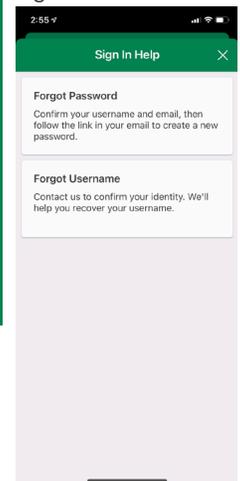


Fig. 6



Tip for Mobile Users: Once you have converted to the new app, please delete the old app from your phone. You will no longer have access to the old platform. (The old app will have a white border around the icon. New app does not have a border. See Fig. 3)



Tip: Just as an FYI, even after you have migrated to the NEW platform, the alert pop-up box directing you to use the "Trouble Logging In" link will still pop up. Just click OK and log in as you normally would. This pop-up will go away once we have been able to migrate everyone over to the NEW platform.

Questions? Contact our Call Center at 877.717.2271 for assistance.