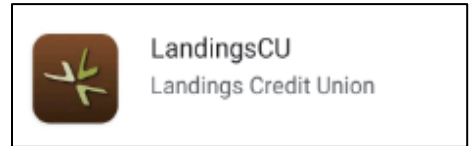


Forgot Password Reset – Mobile App

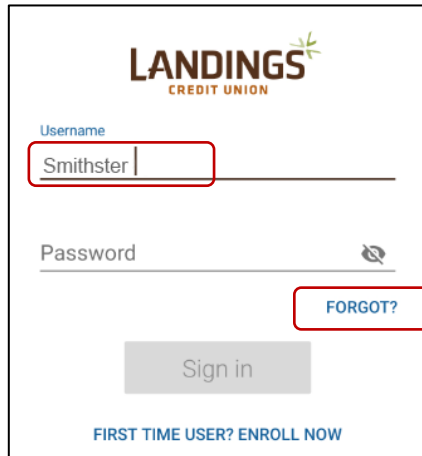
(Note: Images may differ slightly depending on your mobile device)

If you have already enrolled in the new Landings Credit Union’s Mobile App and forgot your Password, please follow these instructions.

- Open the new Landings Credit Union Mobile app on your mobile device

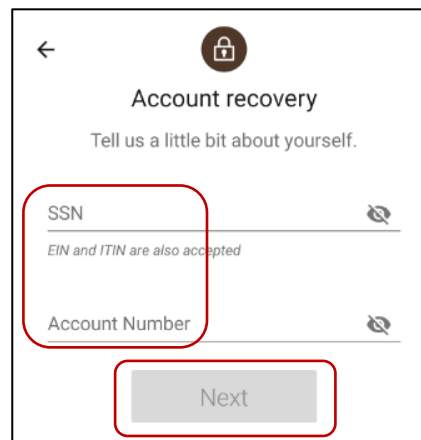


- Enter Username
- Select “Forgot?”



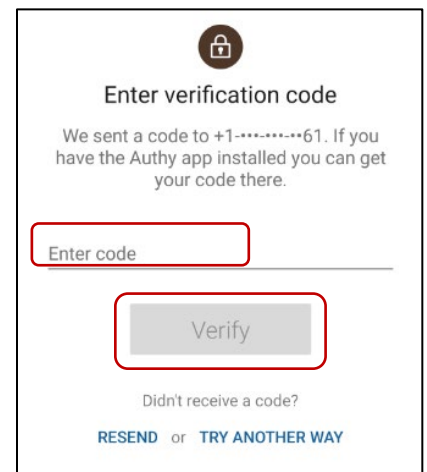
The login screen displays the Landings Credit Union logo at the top. Below it, there are two input fields: 'Username' with the text 'Smithster' and 'Password'. A 'FORGOT?' link is located to the right of the password field. At the bottom, there is a 'Sign in' button and a link that says 'FIRST TIME USER? ENROLL NOW'.

- The “Account recovery” screen appears
 - Enter your social security number
 - Enter your account number
 - Click “Next”




The 'Account recovery' screen has a back arrow and a lock icon at the top. The title is 'Account recovery' and the subtitle is 'Tell us a little bit about yourself.' There are two input fields: 'SSN' and 'Account Number'. Below the SSN field, it says 'EIN and ITIN are also accepted'. A 'Next' button is at the bottom.

- Retrieve your 2-step verification code – *the default method is SMS text message. If you previously used the same email address and phone number to register an Authy account, your code can be retrieved from the Authy app.*
- Enter your Verification Code
- Click “Verify”




The 'Enter verification code' screen has a lock icon at the top. The title is 'Enter verification code' and the subtitle is 'We sent a code to +1-*****61. If you have the Authy app installed you can get your code there.' There is an 'Enter code' input field and a 'Verify' button. At the bottom, there is a link that says 'Didn't receive a code?' and another link that says 'RESEND or TRY ANOTHER WAY'.

- Enter new password


Reset password

Login for Smithster

New password 


[PASSWORD RULES](#)

- Create New Passcode

LANDINGS
CREDIT UNION

Create passcode for this device

○ ○ ○ ○


1	2	3
4	5	6
7	8	9
	0	

- Confirm your passcode

LANDINGS
CREDIT UNION

Confirm your passcode

○ ○ ○ ○


1	2	3
4	5	6
7	8	9
	0	

- Option for Fingerprint sign-in
- You can either “Register a Fingerprint to Continue”
- If not, select “No Thanks”

Fingerprint sign-in

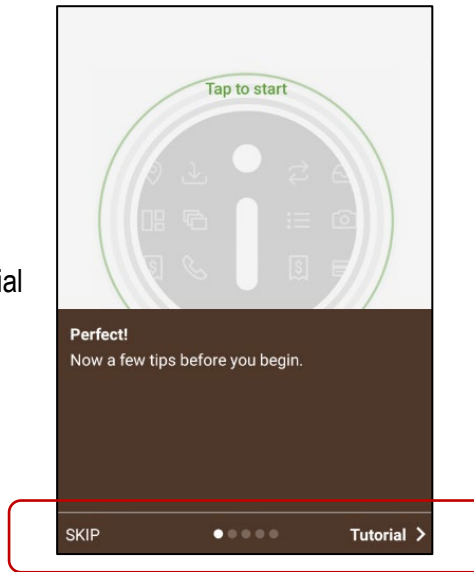
Use your fingerprint for faster, easier access to your account.

[REGISTER A FINGERPRINT TO CONTINUE.](#)

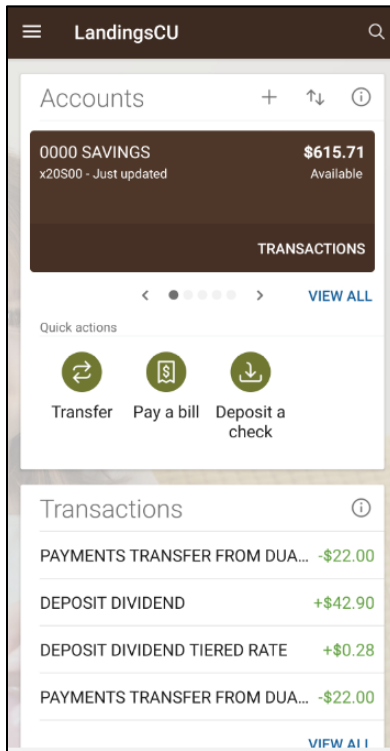
 No fingerprint found.

[NO THANKS](#)

- “Tap to start” screen will appear
- You will be given the option to view Tutorial
- Review Tutorial or Skip



- Account dashboard appears



CONGRATULATIONS!

You successfully reset your password in Landings Credit Union’s new Mobile App!