

# Five Steps to Activating the Mobile App 24 service.

**Step 1:** If you are a Home Banking user, enter your User Name and Password, otherwise register your account by selecting Register New Account. **This step is only required one time and is used to authorize your account for the Mobile App 24 and Home Banking 24.**

**Step 2:** Enter the following:

- Your seven digit membership account number
- Your Access Code
- Last four digits of the primary member's SSN
- Zip code as listed on your member statement
- Primary member's date of birth. If you are using an Apple device, set your birth year before setting your birth month.

**Step 3:** A disclosure will be emailed to the email address on record at the Credit Union. If you do not recognize the email address displayed (masked with a series of asterisks) or you receive a message indicating you do not have an email address associated with your account you should contact the Member Service Call Center at 336-662-6205 or 800-632-0210, option 0.

**Step 4:** After you accept the disclosure, you will be asked to create a user name and password. When logging into the service you will be able to use the newly established User Name. The password must be a minimum of eight characters and contain at least one number and one letter.

**You will also use this login information to log in to Home Banking 24.**

**Step 5:** Login the Mobile App 24 service with the newly established User Name and Password. You will be prompted to enter a Security Code. An email from [summitinfo@summitcu.org](mailto:summitinfo@summitcu.org) will contain your security code. **This one time security code is used to connect the device to your account.**

At this point you have successfully connected your device to your account and are ready to enjoy the ease of using the Mobile App 24 service. If you have any problems or questions please call us at 336-662-6205 or 800-632-0210, option 0 or email us at [summitinfo@summitcu.org](mailto:summitinfo@summitcu.org). We will be glad to assist you in making the activation process as smooth as possible!

**Security Code for Mobile Banking**  
 summitinfo@summitcu.org  
 Sent: Mon 8/13/2012 10:23 AM  
 To: \*\*\*\*

Your security code for the mobile banking device "\*\*\*\*" is: 79af32580. Please enter this code into the mobile application when prompted.