MOBILE BANKING APP INSTRUCTIONS

TO ACCESS ONLINE BANKING

1. Go to **www.gpofcu.com** on your computer or through the browser on your mobile device.

2. Enter username and temporary password then click submit.

3. You will be prompted to choose security image and challenge question.

4. You will then be prompted to create a password.

   • You will have to enter your password, choose the selected image and answer your challenge question every time you log in.

   PASSWORD REQUIREMENTS:
   • Must be 7 to 16 characters long.
   • Must contain at least 1 number.
   • Must contain 1 special character.

5. The first page you will see upon successful login will be an account summary.

   • All of your suffixes on the primary account will be displayed with balances.

   • You also have the ability to rename your account. Click on the three dots to the right of the share type, and select edit, rename the account and click submit.

6. If you have access to multiple accounts, you can switch between them by going to the right side of the screen where you see your name. Select the down arrow and choose the new account you would like to view.

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TO SYNC AN **ANDROID MOBILE DEVICE** TO THE MOBILE APP

1. When you launch the app the first time, you will be asked to log in by entering your username and password.

2. You will next see "Device Activation" and it will ask you if you would like to register by email or online. Select one.

3. If you select **email activation**, you will see a screen with a device ID, email name and device name. Click continue.

A new screen will pop up stating that an email with your activation code was sent to your email address. Check your email. The code is sent to the address used when your online ID was first created. Enter your activation code in the mobile app and click continue. You should now see your account summary.

NOTE: *This activation code will expire 60 minutes after it was sent.*

4. If you select **online activation**, you will see a screen with a device ID and device name. Click continue.

   • A new screen will pop up showing the device ID. Click continue.
   • You will then be prompted to log in to online banking on the GPO website.

5. Select the menu option, scroll down to user profile and select "Device Management."

6. There are two sections to this screen.

   • The top shows the current device you are on.
   • The bottom shows any devices that are currently synced to your account.

7. To activate this device, scroll to the bottom section where it says "Devices" and click the blue register button.

8. Go back to the app and click continue. You should now see your account summary.

TO SYNC AN **IPHONE MOBILE DEVICE** TO THE MOBILE APP

1. When you launch the app the first time, the first screen you will see is "Device Activation." It will ask you if you would like to register by email or online. Select one.

2. If you select email activation, you will see a screen with a device ID, email name and device name. Click continue.

A new screen will pop up stating that an email with your activation code was sent to your email address. Check your email. The code is sent to the address used when your online ID was first created. Enter your activation code in the mobile app and click continue. You should now see your account summary.

NOTE: This activation code will expire 60 minutes after it was sent.

3. If you select online activation, you will see a screen with a device ID and device name. Click continue.

- A new screen will pop up showing the device ID. Click continue.
- You will then be prompted to log in to online banking on the GPO website.

4. Select the menu option, scroll down to user profile and select "Device Management."

5. There are two sections to this screen.

- The top shows the current device you are on.
- The bottom shows any devices that are currently synced to your account.

6. To activate this device, scroll to the bottom section where it says "Devices" and click the blue register button.

7. Go back to the app and click continue. You should now see your account summary.

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FREQUENTLY ASKED QUESTIONS

Q: Can I transfer money between my accounts?
A: You can use the Quick Transfer feature to transfer between your accounts.

Q: Can I transfer money to someone else's account?
A: If you are a signer on their account AND it is linked to your online ID, you can transfer to that account. You must use the transfer option in the menu bar or menu.

Q: How do I deactivate a device?
A: To deactivate a device:

    1. Select the menu option, scroll down to user profile and select device management.

    2. There are two sections to this screen.
- The top shows the current device you are on.
- The bottom shows any devices that are currently synced to your account.

    3. To deactivate, scroll to the bottom section where it says devices. Select the check box next to the device you want to delete and click the red delete button.

Q: Do I share an ID with the joint member?
A: No, each person should have their own ID.

Q: How do I activate the app on my tablet?
A: To activate the banking app on your tablet, follow the same steps as you would if you were activating on your phone.