



Quick Reference Guide First-Time Log-On

Mobile Banking App

Beginning August 9, 2022, mobile app users must have the new Navigator Credit Union app in order to access their account.

- **Apple users:** Please update your Navigator mobile app August 9.
- **Android users:** Please delete your existing Navigator mobile app then download the new Navigator mobile app from the Google Play Store August 9.

Look for the following icon to ensure you have the new version of the Navigator mobile app.



LOGIN PROCESS

Members can log in from either Online Banking or the Mobile App. If you use Online Banking, the login box will display the Username field. Enter your existing online banking username.

The screenshot shows a login interface with the following elements:

- Login** title
- Username** field with a vertical cursor
- Password** field with a toggle icon (eye)
- Remember Username** toggle
- Login** button (red)
- [Forgot your username or password?](#) link
- Or, Register with Online Banking** link with a user icon

FIRST TIME LOG IN SET UP

In order to verify your identity and set-up your profile in the new system, you will need to complete four steps:



1. **Personal Info:** To verify that you are the primary owner of the account, please enter the last six digits of your Social Security Number (SSN), last name and date of birth. When complete, click “Continue.”

← Back to Login


Welcome Back

Updates have been made to digital banking. Please verify your identity and update your password.

1 — 2 — 3 — 4
Personal Info Authenticate Select New Password Legal Agreements

Last Name Last 6 digits of SSN  Date of Birth  MM/DD/YYYY

Continue

 Need more assistance? Call 800-344-3281

2. **Authenticate:** The next step requires authentication via a six digit one-time passcode. Please select the delivery method you would like to receive the passcode.

← Back to Login


Welcome Back

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1 — 2 — 3 — 4
Personal Info Authenticate Select New Password Legal Agreements

Security Validation

To protect the security of your account please select a delivery method for your validation code, then enter the 6-digit number to continue.

Delivery Method 

- Text Message
- Voice Message
- Email
- From Call Center

Once you receive your One Time Passcode via the method you selected, please enter it into the Verification Code field and click “Next.”

3. **Select New Password:** You will be prompted to create a new password that meets the minimum requirements:

- Must be 8 – 32 characters in length;
- Must contain one letter;
- Must contain one number; and
- Must contain one special character

Once you've created your new password, click "Set Password."

← Back to Login

Welcome Back

Updates have been made to digital banking. Please verify your identity and update your password.

1 2 3 4
Personal Authenticate Select New Legal
Info Password Agreements

Please create a new password

New Password

Confirm Password

Must be 8-32 characters long, contain at least one letter, one number, and one special character.

Set Password

4. **Accept Terms and Conditions**

You will then be prompted to review our terms and conditions. If you agree to the terms and conditions, please check the "I agree to the terms and conditions" box and click "Submit."

← Back to Login

Welcome Back

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1 2 3 4
Personal Authenticate Select New Legal
Info Password Agreements

Online Banking Terms & Conditions

Sample Registration disclosure

I agree to the terms and conditions

Submit

WELCOME TO YOUR BETTER DIGITAL BANKING EXPERIENCE!