

# New OLB/Mobile App Sign-In

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# 1. Log In Page

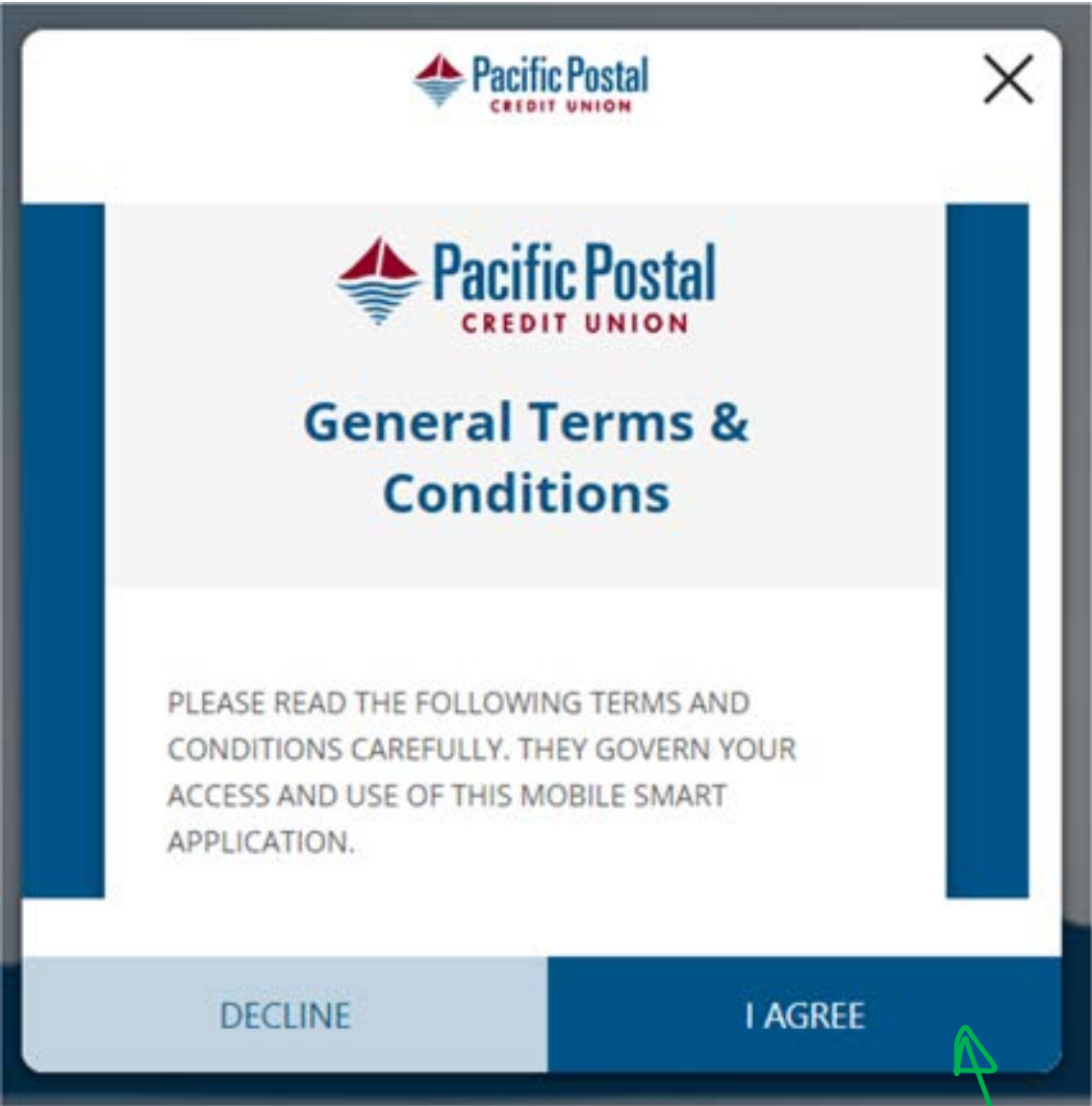
The following screenshots show the process for logging in on the Web platform, but the process is the same for logging into Mobile as well.

The screenshot shows the login interface for Pacific Postal Credit Union. At the top center is the logo with a red and blue stylized 'P' and the text 'Pacific Postal CREDIT UNION'. Below the logo is a username input field containing '00test01' and a 'Save' toggle switch to its right. Underneath is a password input field with six dots. Below the password field are two links: 'Forgot Username or Password' and 'New User? Register Here'. At the bottom of the page is a large red button with the text 'LOG IN' in white. Two callout boxes are present: a green one pointing to the password field and a blue one pointing to the 'Save' toggle.

Enter the password you currently use for OLB/Mobile Banking. If you don't know your password, click "Forgot Username or Password" (see [pg 9](#) of this guide).

Type in the username you currently use for OLB/Mobile Banking.

## 2. Terms and Conditions



Read and Agree

### 3. Verification

The image shows a 'Customer Verification' dialog box from Pacific Postal Credit Union. It contains three input fields: 'Birth Date (MMDDYYYY)' with the value '12/05/1805', 'Zip Code' with the value '95126', and 'Last 4 SSN' with the value '0000'. A green callout box points to the birth date field, and a blue callout box points to the zip code and SSN fields. An 'OK' button is at the bottom.

Pacific Postal  
CREDIT UNION

Customer Verification

Birth Date (MMDDYYYY)

12/05/1805

Zip Code

95126

Last 4 SSN

0000

OK

Enter your birthdate. The slashes (/) will automatically populate after you enter the numbers in MMDDYYYY order.

Enter your home zip code and last four digits of your social.

## 4. MFA Delivery Preference Selection

The first time a user logs in using any new device, they will have to go through a Multi-Factor Authentication (MFA) process. This Delivery Preference Selection is for the user to decide how they would like to receive this one-time code.

4.1

4.2

4.1. Choose for the code to be either sent to your phone or email

4.2. If you chose for the code to be sent to you phone, it can be delivered via text or an automated voice call. If you chose email, select "Email Message."  
(We recommend text or email, so you have the code in front of you.)

OK

## 5. Authentication Code

Depending on your selected Delivery Preference, look in your email or text messages or answer the call and enter the given code.

Example of the code through text:

(This is just an example, please do not enter this "733" code, it will not work for you.)

A screenshot of the Pacific Postal Credit Union authentication code screen. At the top is the Pacific Postal Credit Union logo. Below it is the title "Authentication Code" and a close button (X). The instruction "Please enter authentication code below" is followed by a large empty text input field. A green arrow points from a note box to the right side of this input field. At the bottom of the screen is a blue bar with the "OK" button.

Enter the code you received.  
*(NOTE: if you enter it incorrectly, you will be returned to the initial log in page and will have to start the process over.)*

## 6. Setup Username and Password

Pacific Postal  
CREDIT UNION

### Confirm Username/Setup Password

Confirm Username or Create a New One. New requirements: 5+ characters, no special characters/spaces.

New password

Confirm new password

Password 8 characters or more:

OK

Because this is the first initial log in, you will have a chance to change your username. Whether you choose to use your old username or create a new one, your username must fulfill the requirements of:

- at least 5 characters
- no special character or spaces

Make sure your password meets the requirements (listed at the bottom of the window).

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Confirm new password

Password 8 characters or more:

Include at least 1 upper case letter

Include at least 1 lower case letter

Include at least 1 number

Include at least 1 special character:

( ! @ # % \$ ^ & \* \_ + = { } [ ] \ : ; , . / ? )

OK

# 7. And You're Done!

Go forth and explore! Or keep reading to learn more about what's new.

**Pacific Postal CREDIT UNION** My Accounts

Last Login: 05/30/2022

### ACCOUNT INFO

- My Accounts
- Account Reporting
- eStatements
- Apply for a Loan
- Open New Account

### MONEY MOVEMENT

- Transfers
- Loan Payments
- Pay Bills
- Mobile Deposit
- External Transfers
- Pay a Person

### OTHER

- My Money Manager
- Secure Messaging
- Manage Debit Cards
- Stop Check Payment

Search Accounts

Account Name	Account ID	Available Balance	Current Balance
S29 - Basic Checking	(...0129)	\$0.00	\$0.00
VIP Plus Line	(...1401)	\$5,000.00	\$0.00
S1 - Regular Share Account	(...0011)	-\$50.00	\$0.00
S1.1 - Regular Share Account	(...0111)	-\$50.00	\$0.00

[View All Accounts](#)

**Pacific Postal CREDIT UNION**

- Transfers
- Message
- Contact Us

**LOG OUT**

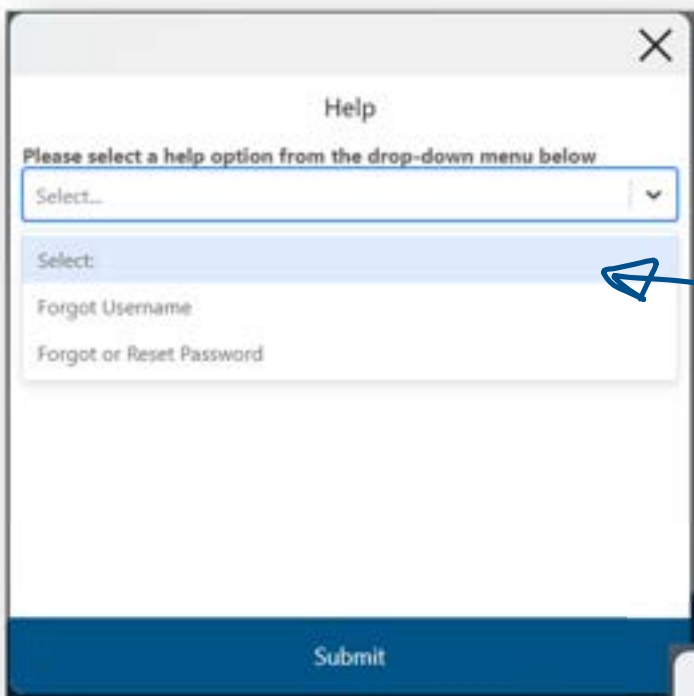


## 8. But wait.... What if you forgot your password/username?

Click "Forgot Username or Password"



The image shows the Pacific Postal Credit Union login page. At the top right is the logo. Below it is a text input field containing '00test01' with a 'Save' button to its right. Underneath is a password input field with six dots. Below the password field are two links: 'Forgot Username or Password' and 'New User? Register Here'. At the bottom of the page is a red bar with the text 'LOG IN' in white.



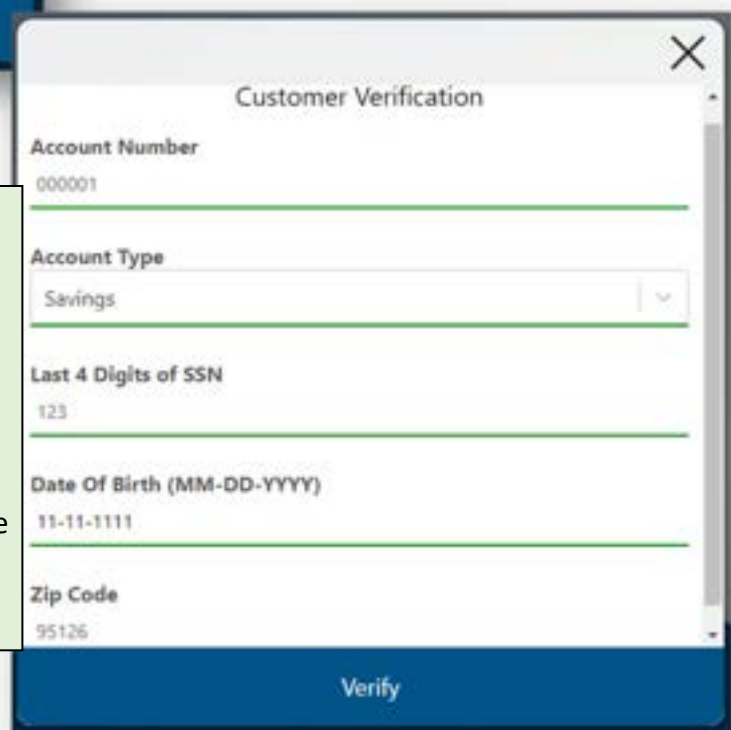
The image shows a 'Help' dialog box with a close button (X) in the top right corner. The title is 'Help'. Below the title is the instruction 'Please select a help option from the drop-down menu below'. There is a drop-down menu with 'Select...' and a downward arrow. The menu is open, showing three options: 'Select:', 'Forgot Username', and 'Forgot or Reset Password'. At the bottom of the dialog is a blue bar with the text 'Submit'.

Choose the issue you'd like to address.

Fill out the following information.

**Important Note: "Account Number" is NOT just your Member#!!** Your account number is Member# plus the S or L type.

In the example here, the Member# is 00000 and adding a 1 at the end will make it this member's Savings account, thus "Savings" is selected as the Account Type.



The image shows a 'Customer Verification' dialog box with a close button (X) in the top right corner. The title is 'Customer Verification'. It contains several input fields: 'Account Number' with the value '000001', 'Account Type' with a drop-down menu showing 'Savings', 'Last 4 Digits of SSN' with the value '123', 'Date Of Birth (MM-DD-YYYY)' with the value '11-11-1111', and 'Zip Code' with the value '95126'. At the bottom of the dialog is a blue bar with the text 'Verify'.

✕

Select the phone number you would like to have a one time passcode delivered to for authentication purposes. You will need to enter the code received to continue login.

**Delivery Method**  
Select... ▾

**Delivery Method Type**  
Select... ▾

Submit

Choose your deliver preferences. See MFA Delivery Preference for details ([pg. 5](#)).

✕

An authentication code has been sent to the following phone number ###-###-####. Please enter this authentication code below.

\_\_\_\_\_

Back Verify

Enter your code here

[The following screen only shows if "Forgot or Reset Password" was the selected issue]

Enter and confirm your new password according to the requirements

✕

Choose New Password

**Username**  
\_\_\_\_\_

**Password**  
\_\_\_\_\_

Password 8 characters or more  
Include at least 1 upper case letter  
Include at least 1 number  
Include at least 1 special character  
( @ # \$ % ^ & \* ( ) ? )

**Confirm Password**  
\_\_\_\_\_

Submit

## 9. Exciting New Stuff



Check out all the new features like Account Reporting, External Transfers, Pay a Person.

Plus, we have a new personal finance manager: My Money Manager, a powerful tool to help you budget, set goals, track spending and more. You can add all your external financial accounts to the program and securely manage your finances in one place.

