

# True North Mobile First-Time Login Instructions



**TRUE NORTH**  
FEDERAL CREDIT UNION

## Step 1. Enter Account Information

Before using the True North Mobile App, you must **FIRST UPDATE THE APP** or download from the App Store. Follow this simple step by step process.

Register – Step 1 of 6

Full SSN:  
[Redacted]  
*xxx-xx-xxxx, dashes are ok*

Birthday:  
[Redacted]  
*mm/dd/yyyy*

PDF Code:  
[Redacted]

Open the PDF below and enter CODE to accept the following agreement:  
– [PDF ~ Electronic Banking Disclosure & Agreement](#)

Start  
Cancel

## Step 2. Send Registration Passcode

Register – Step 2 of 6  
Send Passcode

-- Send Method --

For your security, a passcode is required to complete this process. The 6 digit passcode will be sent to your selected phone number or email. Once you receive this passcode, enter the 6 digits on the next page.

- This passcode is valid for 10 minutes.
- Text message passcodes are only valid for mobile phones.
- Email passcodes will be sent from True North FCU .

Send Passcode  
Cancel

## Step 3. Enter Your 6 Digit Passcode

Register – Step 3 of 6  
Confirm Passcode

Registration Passcode:  
[Redacted]

- This passcode is valid for 10 minutes.
- Text message passcodes are only valid for mobile phones.
- Email passcodes will be sent from True North FCU .

Confirm Passcode  
Cancel

## Step 4. Setup Username\* and Password

\*Your username cannot be the same as your member number.

Register – Step 4 of 6  
Setup Username/Password

Account Number:  
100000000

Last Name:  
YourLastname

Setup Username:  
[Redacted]

- is NOT case sensitive
- must not be the same as your account number or password
- must be between 6 and 20 characters long
- must start with a letter
- must contain only letters, numbers
- must not contain spaces or special characters (!@& etc)

Setup Password:  
[Redacted]

- is case sensitive
- must not be the same as your account number or username
- must be between 8 and 20 characters long
- must contain at least 1 number
- must contain only letters, numbers and these special characters ~!@#%&? \*+=

Confirm Password:  
[Redacted]

Next  
Cancel

## Step 5. Setup Security Phrase and Picture

Register – Step 5 of 6  
Setup Security

Account Number:  
100000000

Last Name:  
YourLastname

Username:  
YourUsername

Security Phrase:  
[Redacted]

Security Picture:  
[Image of a field]

Next  
Cancel

## Step 6: All done! Enjoy the NEW True North Mobile App!

Register – Step 6 of 6  
Setup

Working:  
Please wait while we complete your setup. This may take up to a few minutes to complete ...

Deposit Accounts

Primary Share 0000000000-S0001	\$5.10 Avail: \$0.10
Express Checking 0000000000-S0078	\$5,394.95 Avail: \$5,394.95
<b>Total:</b>	<b>\$5,400.05</b>

Loan Accounts

<b>Total:</b>	<b>\$0.00</b>
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For assistance please call our  
Member Contact Center at (907) 523-4700.