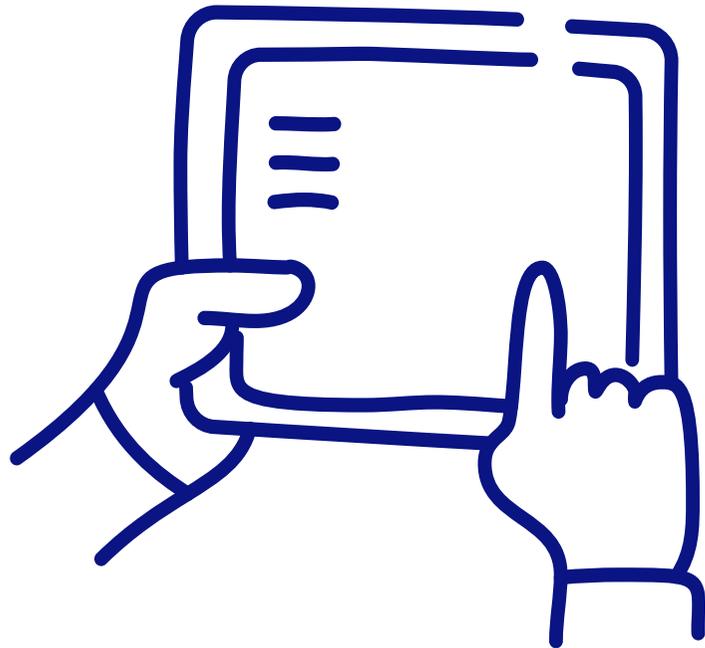


MFCU Online Tutorials



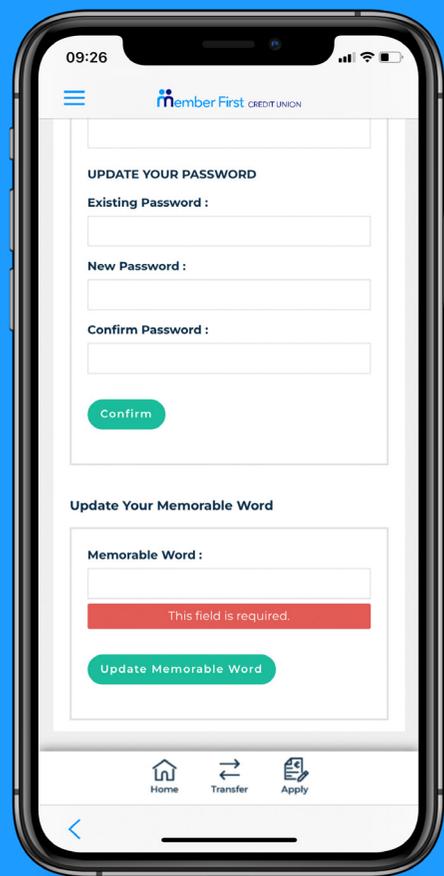
MOBILE TUTORIAL

HOW TO UPDATE YOUR MEMORABLE WORD

Updating your Memorable Word

REMEMBER Before you login, you must be registered for online banking. It is important to update your memorable word as it can be used to reset your password on your online account (explained on following page).

* Please note if your account has been **suspended** you will need to contact the office on [\(01\) 8513400](tel:018513400) to reactivate your account.

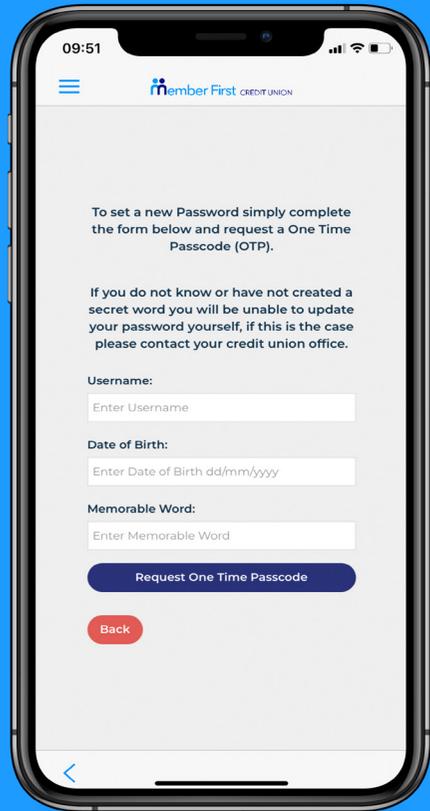


1. Login to your MFCU app
2. Click the menu button in the top left corner
3. Click on 'Personal Details' and under the drop down menu, click 'Security Details'
4. Scroll down the screen to 'Update Your Memorable Word'
5. Choose a memorable word and click 'Update Memorable Word'
 - this is a security word that you will use to reset your password in the case that you get locked out of your account
 - a success message will then appear on your screen saying that your memorable word has been saved.

TOP TIP: If your smartphone device is set up for Touch or Face ID (finger print or facial recognition) the MFCU app will apply the same function to your login.

- this only applies after you've logged in for the first time.

Resetting your MFCU Password



1. Open up your MFCU app
2. If you have forgotten your password, click 'Forgotten Password'
3. To reset your password, enter your username, date of birth and your **Memorable Word**
4. Click 'Request One Time Passcode'
 - enter this 4-digit verification code sent to your mobile
5. Choose a new password and confirm this password
 - your password will then be reset and you can login to your account with your updated login details.

If you're still having trouble accessing your account, please remember that we are always here to help in our Member Services Centre at info@mfcu.ie or [\(01\)8513400](tel:018513400).