

Registering for Online Access and the Mobile App

Step 1:

Open the App

On the login screen, tap **“Register”** (under “First time logging in?”).

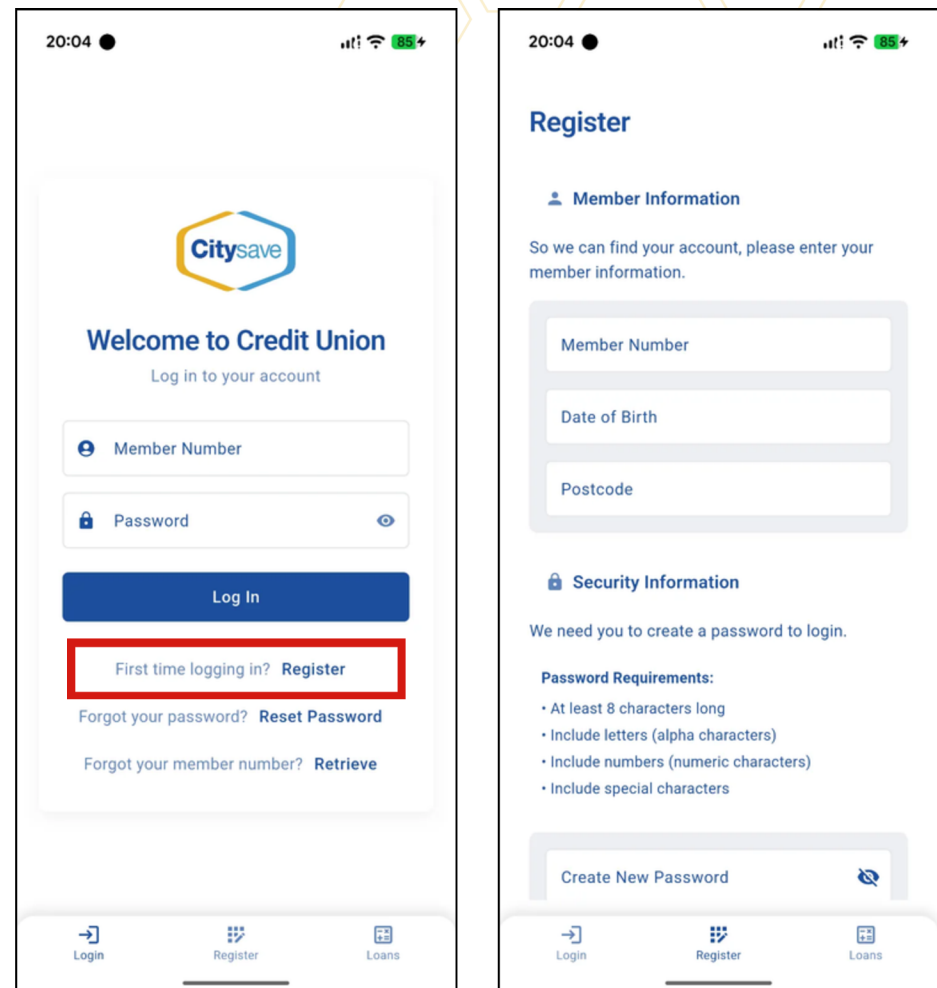
Step 2:

Enter Your Member Information

You will be asked to provide:

- **Member Number** (this is the same number you’ve always had)
- **Date of Birth**
- **Postcode**

This allows us to securely find your account.



Step 3:

You will now need to create a password for your new online account.

Your password must:

- Be at least **8 characters long**
- Include **letters**
- Include **numbers**
- Include **special characters** (e.g. !, @, #, £, etc.)

Enter your new password and confirm it.

Tap Register.

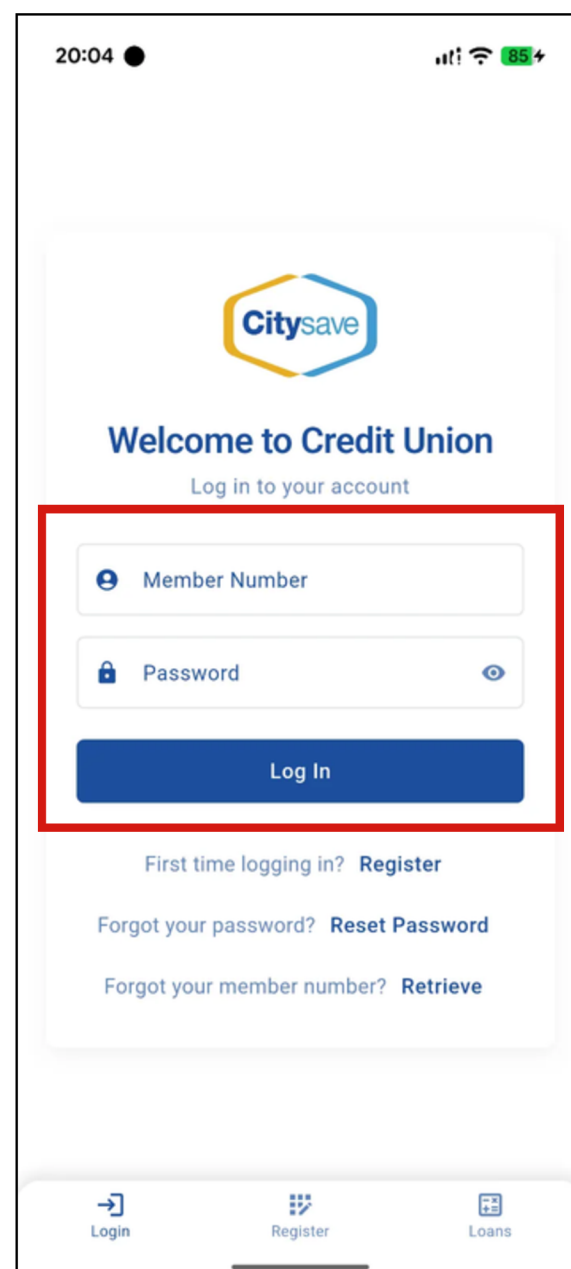
Step 4:

Once registration is complete, return to the login screen

Enter:

- Your **Member Number**
- Your new **Password**

Tap Log In



You're now ready to use the app.

How to Reset Your Password

Step 1:

Tap “Reset Password”

On the login screen, select “**Forgot your password? Reset Password**”.

Step 2:

Enter Your Member Number

Type in your **Member Number**.

Tap **Send OTP**.

Step 3:

Check Your Email

We will send a **One-Time Password (OTP)** to your registered email address.

Enter the OTP when prompted.

Step 4:

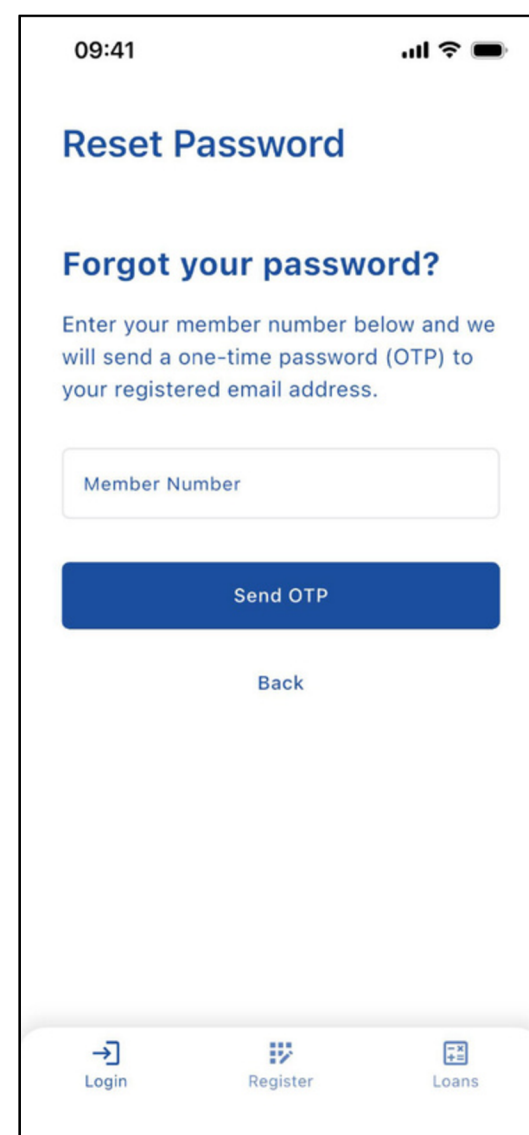
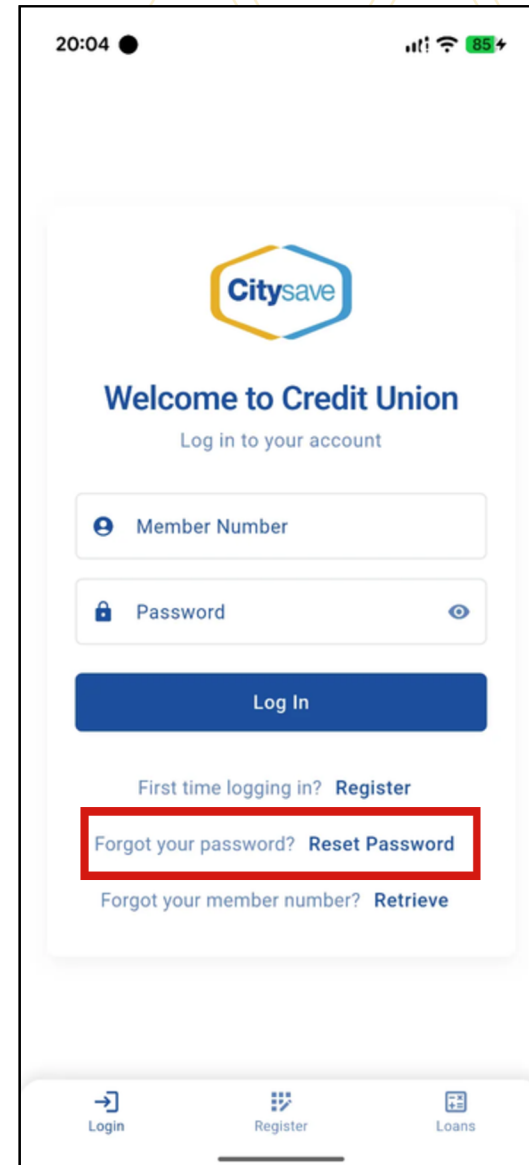
Create a New Password

You’ll then be asked to create a new password.

Your password must:

- Be at least **8 characters long**
- Include **letters**
- Include **numbers**
- Include **special characters** (e.g. !, @, #, £, etc.)

Confirm your password and complete the process.



You can now log in using your new password.

How to Retrieve Your Member Number

Step 1:

Tap “Retrieve”

On the login screen, select:
“Forgot your member number? Retrieve”

Step 2:

Enter Your Details

You will be asked to provide:

- **First Name**
- **Last Name**
- **Date of Birth**
- **Postcode**

Tap **Retrieve Member Number**.

Step 3:

Receive Your Member Number

We will securely send your Member Number to you (using your registered contact details).

Once received, you can return to the login screen and sign in — or register if you haven’t already.

