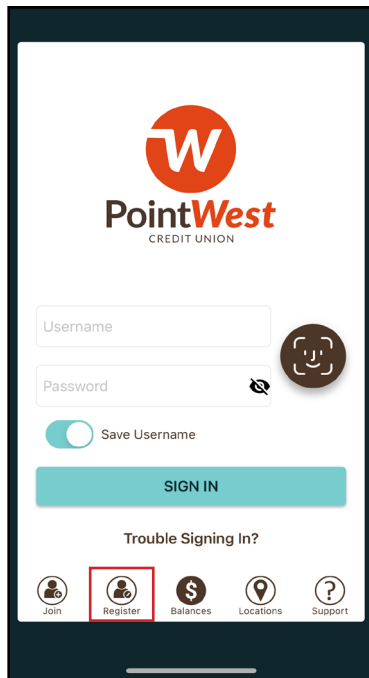




## If using the Point West Mobile App

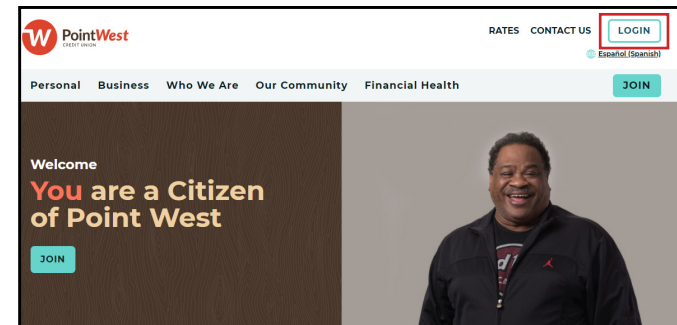


Search for “**Point West Credit Union**” on your respective app store and download the new app.

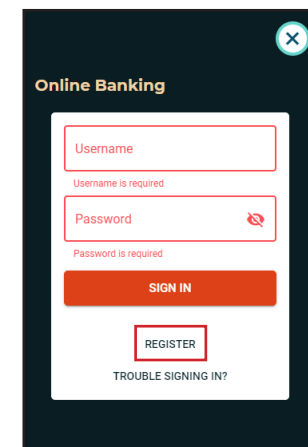
After downloading the app, click **Register** to begin the re-registration process.



## If using a web browser



Navigate to our homepage [www.pointwestcu.com](http://www.pointwestcu.com) and click **Login** in the top right corner of your screen.



Click **Register** to begin the re-registration process.



## If using the Point West Mobile App

Account Verification Method  
Account Number

Account Number  
1234567

Last 4 SSN  
0 / 4

Email Address  
A confirmation email will be sent to this email address to complete your registration.

Birth Date:

Month  
0 / 2

Day  
0 / 2

Year  
0 / 4

I accept the terms and conditions

Begin entering your information into each field. When entering your account number, do not include any leading zeros or the number after the hyphen.

- 0001234567 = **WRONG**
- 1234567-7 = **WRONG**
- 1234567 = **CORRECT!**

If you run into an error after submitting your info, please verify that all information entered is accurate. If you still cannot proceed, please send email us at [contact@pointwestcu.com](mailto:contact@pointwestcu.com) or give us a call at 503.546.5000.



## If using a web browser

**W** PointWest  
CREDIT UNION

1 Verify 2 Setup 3 Finalize

Account Type  
Personal

Account Verification Method  
Account Number

Account Number  
1234567

Last 4 SSN  
0 / 4

Email Address  
A confirmation email will be sent to this email address to complete your registration.

Birth Date: Month Day Year  
0 / 2 0 / 2 0 / 4

I accept the terms and conditions [VIEW TERMS](#)

VERIFY

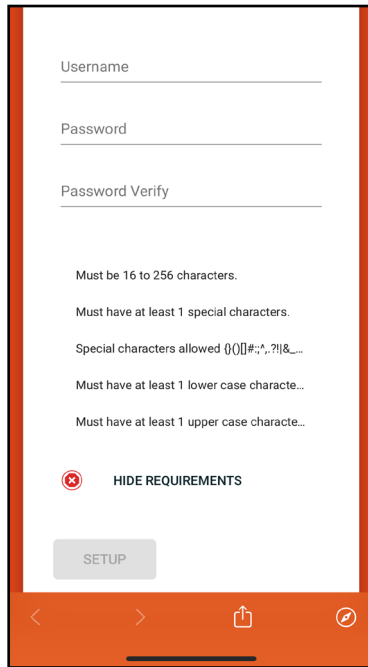
Begin entering your information into each field. When entering your account number, do not include any leading zeros or the number after the hyphen.

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# If using the Point West Mobile App



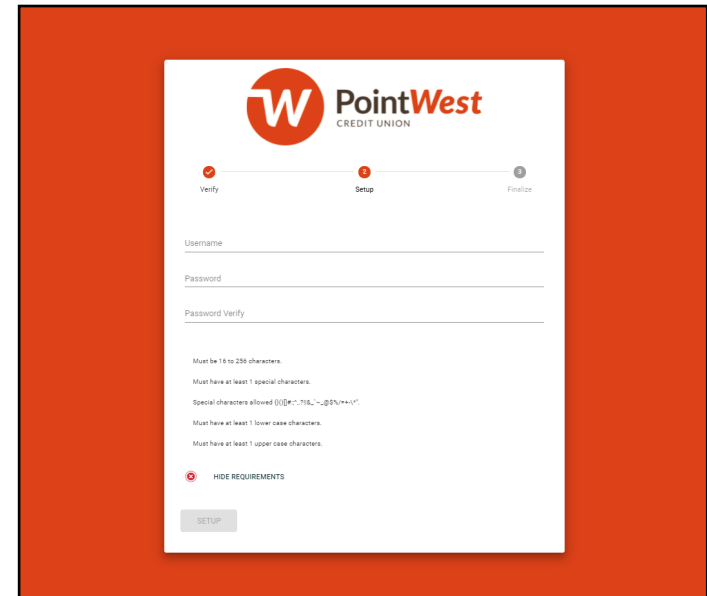
A screenshot of the Point West Mobile App password setup screen. The screen is white with an orange border. It features three input fields: 'Username', 'Password', and 'Password Verify'. Below the 'Password' field, there are four lines of password requirements: 'Must be 16 to 256 characters.', 'Must have at least 1 special characters.', 'Special characters allowed @[]#%&\*~?!@&\_...', 'Must have at least 1 lower case characte...', and 'Must have at least 1 upper case characte...'. At the bottom left, there is a red 'X' icon and the text 'HIDE REQUIREMENTS'. At the bottom center, there is a grey 'SETUP' button. At the very bottom, there is an orange navigation bar with four icons: a back arrow, a forward arrow, a share icon, and a refresh icon.

Enter the **Username** and **Password** you want to use. You will be asked to enter your password again for verification. Requirements for your password are shown below the form.

If you run into an error after submitting your info, please verify that all information entered is accurate. If you still cannot proceed, please email us at [contact@pointwestcu.com](mailto:contact@pointwestcu.com) or give us a call at 503.546.5000.



# If using a web browser



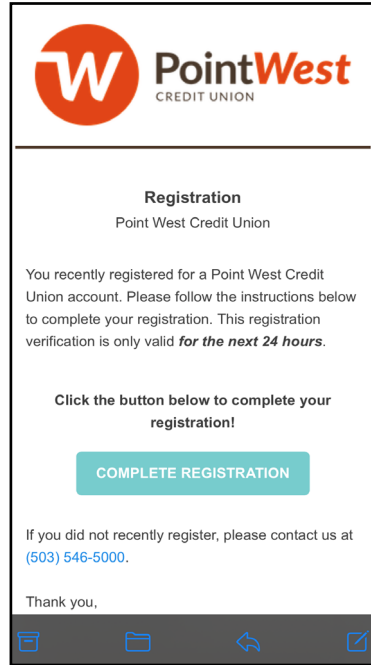
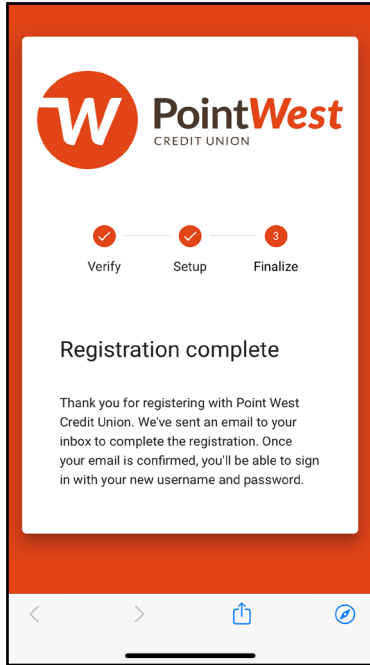
A screenshot of the Point West web browser password setup screen. The screen is white with an orange border. At the top left, there is the Point West logo (a red circle with a white 'W') and the text 'PointWest CREDIT UNION'. Below the logo, there is a progress indicator with three steps: 'Verify' (1), 'Setup' (2), and 'Finalize' (3). The 'Verify' step is currently active. Below the progress indicator, there are three input fields: 'Username', 'Password', and 'Password Verify'. Below the 'Password' field, there are four lines of password requirements: 'Must be 16 to 256 characters.', 'Must have at least 1 special characters.', 'Special characters allowed @[]#%&\*~?!@&\_...', 'Must have at least 1 lower case characters.', and 'Must have at least 1 upper case characters.'. At the bottom left, there is a red 'X' icon and the text 'HIDE REQUIREMENTS'. At the bottom center, there is a grey 'SETUP' button.

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If you run into an error after submitting your info, please verify that all information entered is accurate. If you still cannot proceed, please email us at [contact@pointwestcu.com](mailto:contact@pointwestcu.com) or give us a call at 503.546.5000.



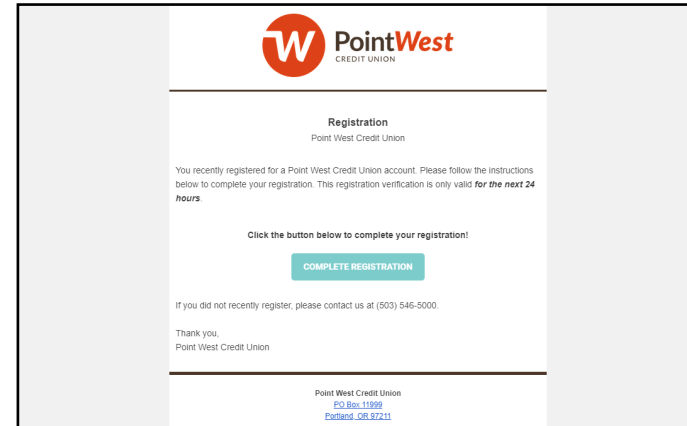
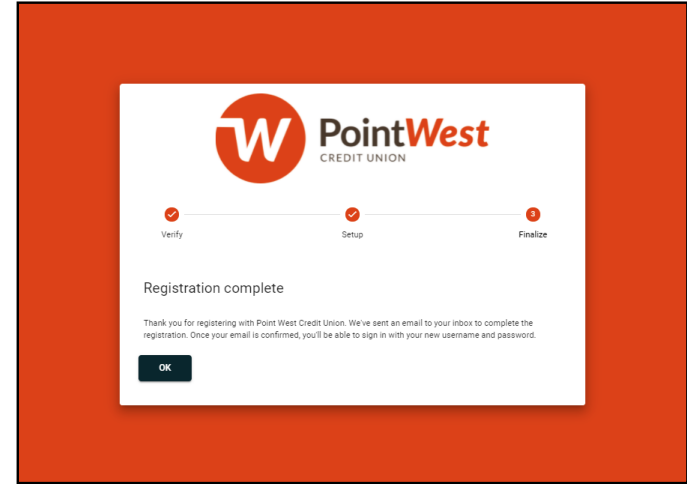
## If using the Point West Mobile App



If successful, you will see the **Registration complete screen**. You will need to verify your account by clicking the link in the email sent to the email address you provided on the previous screen. If you do not receive the email, please check your junk mail. The email you will be receiving is pictured above.

If you still cannot locate the email please email us at [contact@pointwestcu.com](mailto:contact@pointwestcu.com) or give us a call at 503.546.5000.

## If using a web browser



If successful, you will see the **Registration complete screen**. You will need to verify your account by clicking the link in the email sent to the email address you provided on the previous screen. If you do not receive the email, please check your junk mail. The email you will be receiving is pictured above.

If you still cannot locate the email please email us at [contact@pointwestcu.com](mailto:contact@pointwestcu.com) or give us a call at 503.546.5000.

# How to access cookies on each browser:

Are you continually being asked to verify your identity on login? Cookies need to be ENABLED in order to successfully bypass the identity check.

## Chrome

1. Click the Customize and control Google Chrome menu button in the upper right-hand corner of the browser bar.
2. Click "Settings."
3. scroll down to the Privacy and security section.
4. Click "Site Settings".
5. Click "Cookies and site data".
6. In the Privacy and security section, click Content Settings.
7. Click the slider to "Allow sites to save and read cookie data (recommended)."

## Firefox

1. Click the Open menu button in the upper right-hand corner of the browser bar.
2. Click Options.
3. Click Privacy & Security.
4. In the "Enhanced Tracking Protection" section, select Standard.

## Edge

1. Click the Settings and more button in the upper right-hand corner of the browser bar.
2. Click Settings.
3. Click Privacy & security.
4. In the Cookies section, click "Don't block cookies".

## Safari

1. Click Safari > Preferences.
2. Click on the Privacy tab.
3. In the "Cookies and website data" section, make sure that "Block all cookies" is unchecked.
4. Close the Preferences window.