OnPath CREDIT UNION

Your First Login to OnPath's New Digital Banking

Welcome to the OnPath Credit Union digital banking experience! Follow these simple steps to get started on our new mobile app.

Step 1: Delete any old Banking Apps and download the New App! (MOBILE APP ONLY)

If you are attempting to use our Mobile App, please follow this step first. If you are trying to log into Online Banking via a browser, please login at our website BeOnPath.org and follow steps 2-6.

- Delete any Old Apps: First things first, please delete the old Heritage Bank mobile app from your device, if applicable.
- Download the New App: Head over to your device's app store (Google Play Store for Android or Apple App Store for iOS). Search for "OnPath Credit Union" and download the new app.

Step 2: Access the Login Page

- Open the newly downloaded OnPath Credit Union app.
- On the login screen, select the "Register New Account" link.
- Click on the verify you are human box to continue.

Step 3: Accept Disclosures & Choose Reset Option

- You will be prompted to accept our disclosures. Please review and accept to continue.

Please accept the disclosure

Service. Clicking on the "I Agree" button also indicates your acceptance of the terms and conditions of this Agreement in this electronic format.

(If you do not agree, choose cancel below.)

If you click "cancel" you can still enroll at a later time. You will still be asked to accept the terms and conditions of this Agreement.

✓ I Agree

Continue

Step 4: Confirm Your Identity

- To verify your identity, you will need to enter your Social Security Number (SSN), Birth Date and Zip Code.
- You will then be asked to answer one out of two security questions. If you do not know your member number, please enter your email. NOTE: You should use the email that Heritage Bank/ OnPath has on file.

Step 2 of 6

Confirm Your Identity

Please answer the following questions below:

SSN/TaxID

Birth Date
mm/dd/yyyy

Zip Code

Answer any one of the questions below:

Email (Optional)

Account/Member Number (Optional)

Continue

Step 5: Multi-Factor Authentication (SMS)
- For your security, we will send a verification code via SMS to the mobile phone number OnPath Credit Union has on file for you.
- Enter the verification code you receive into the app.

Password Reset Method

🟡 SMS Text

A one-time code will be sent to your mobile phone.

Select Phone Number
(***) ***-*055 ⌄

⚪ Voice call

You will get a call that reads a one-time code to you.

[Continue]

Verification Code

A 6-digit code has been sent to your phone number (***) ***-*055.

2 2 5 9 3 8

Code will expire in 1441 minutes

Resend code or Change method

[Verify]

Step 6: Create Your Password
- Once your identity is verified, the "Create Your Password" screen will appear.
- Password Requirements: Your new password must meet the following criteria:
    - At least 8 characters long.
    - Include at least one lowercase letter.
    - Include at least one uppercase letter.
    - Include at least one number.
    - Cannot be your username.
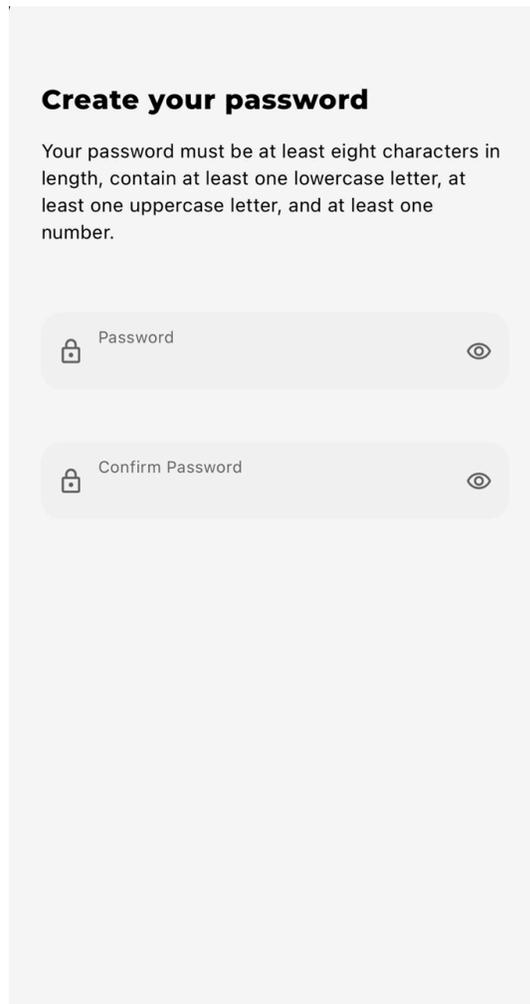
Create your password

Your password must be at least eight characters in length, contain at least one lowercase letter, at least one uppercase letter, and at least one number.

Password 👁

Confirm Password 👁

We're excited for you to experience our new and digital banking! If you encounter any issues, please don't hesitate to contact us.