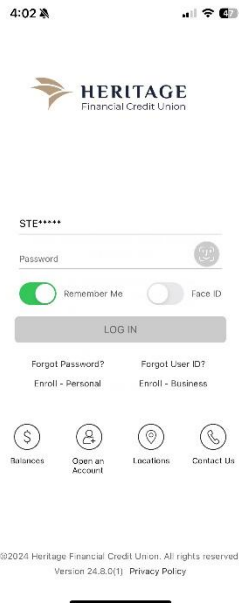
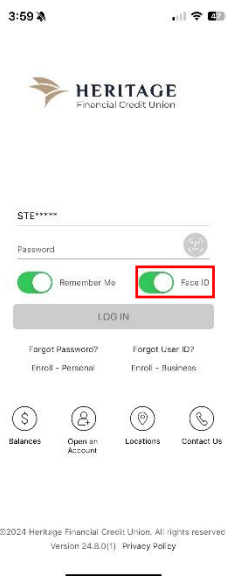


ENABLING BIOMETRICS IN MOBILE BANKING

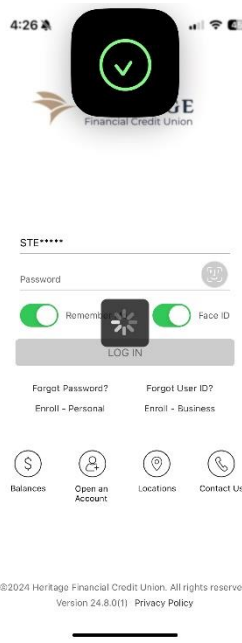
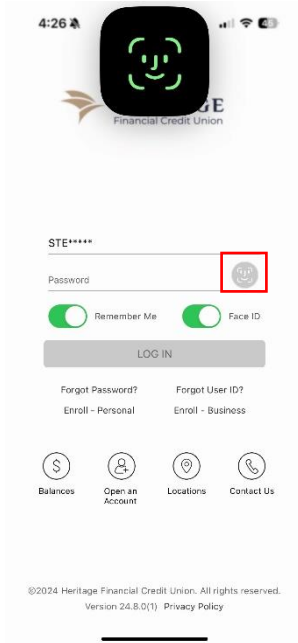
1. To get started, open the HFCU mobile app on your smartphone.



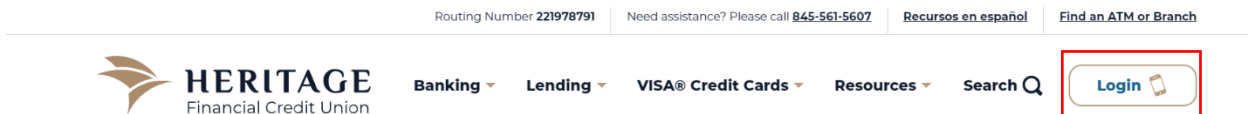
2. Click the **“Face ID” toggle** on the login screen to enable Face ID on your Apple device. For Android devices you will toggle on **“Fingerprint ID.”**



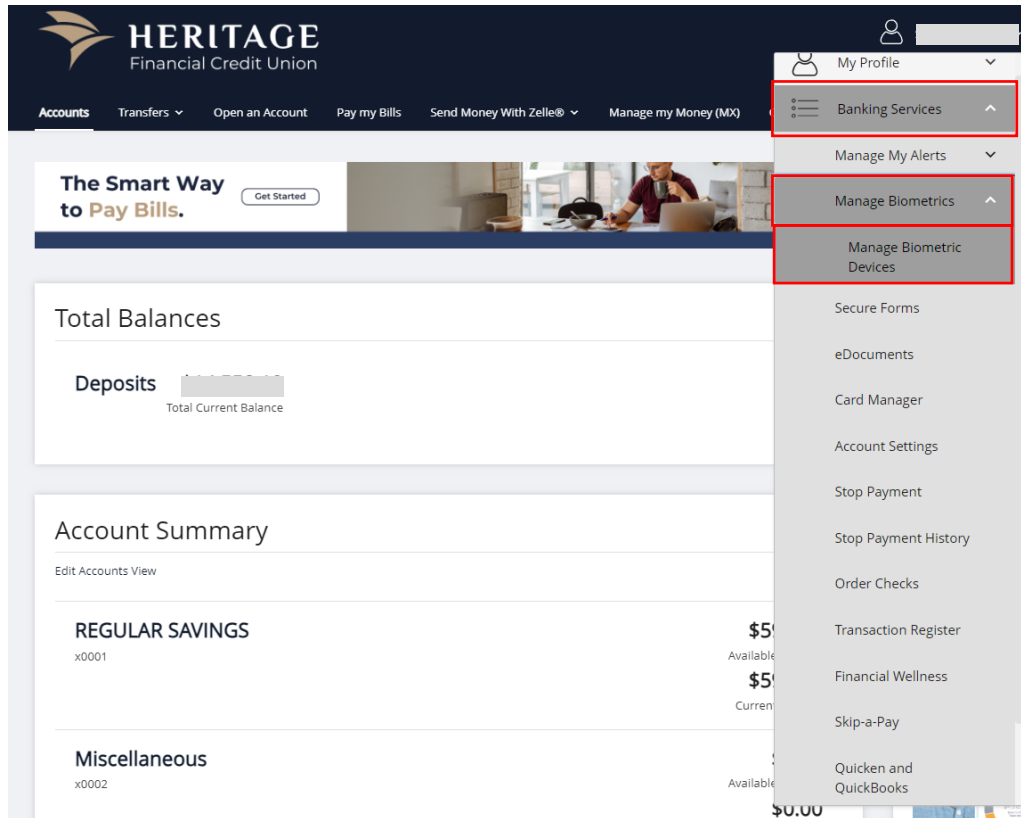
- With Face ID or Fingerprint ID now enabled, your phone will use biometrics to securely sign you into the HFCU Mobile app. If Face ID or Fingerprint ID does not immediately launch when opening the app, click on the **“Face ID” or “Fingerprint ID” icon** located within the password field. This will activate Face ID or Fingerprint ID and log you into the app.



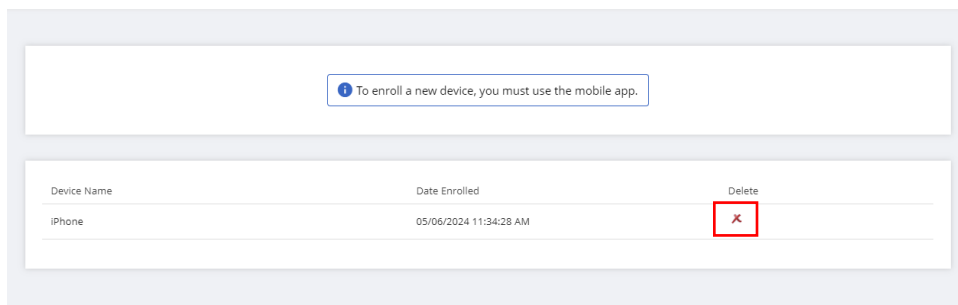
- While enrolling through the mobile app is the best practice, alternatively, you can enroll via online banking. Navigate to <https://heritagefcu.com/>. Click on the **“Login”** button located on the top right of the homepage.





- On the upper right corner of your online banking homepage, click on your name. Then, click **“Banking Services,”** followed by **“Manage Biometrics,”** then **“Manage Biometric Devices.”**



3. If any of your devices are currently enabled with biometrics, they will appear on the following screen. To complete the enrollment, fill out the required fields and click “Enroll.” To delete an existing device, simply click on the red “X” on the far right. To add a new device, please follow steps 1 – 2 using the Heritage Mobile app on your smartphone.



4:09   

  **HERITAGE**
Financial Credit Union 




Biometric authentication allows you to log into Mobile Banking with the biometric sensor on your device.

Device Name (e.g., Mary's Phone)

* User ID

* Password

Enroll

 Accounts  Transfers  Pay my Bills  Deposit a Check  Messages

4.