

# REGISTER/ LOGIN GUIDE

## 1. How do I sign up for the NUSS mobile app?

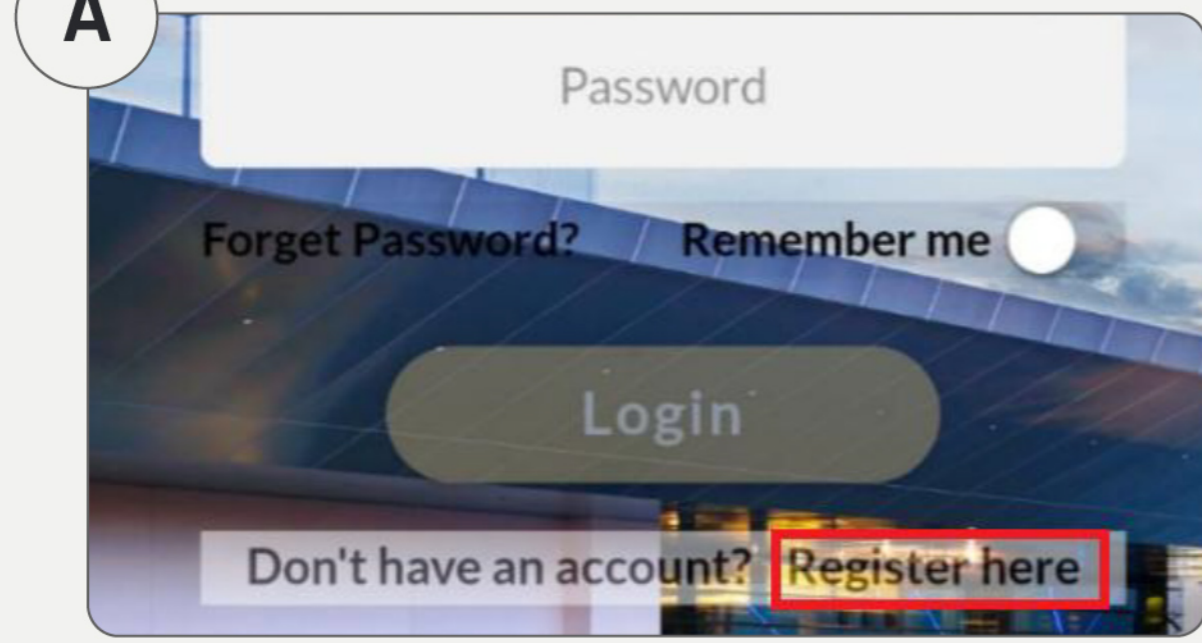
### CURRENT MOBILE APP USERS

For members who have earlier signed up for the NUSS mobile app or are able to view their Statement of Accounts on our website, **no signing up is required\***. The login credentials for the mobile app remain the same.

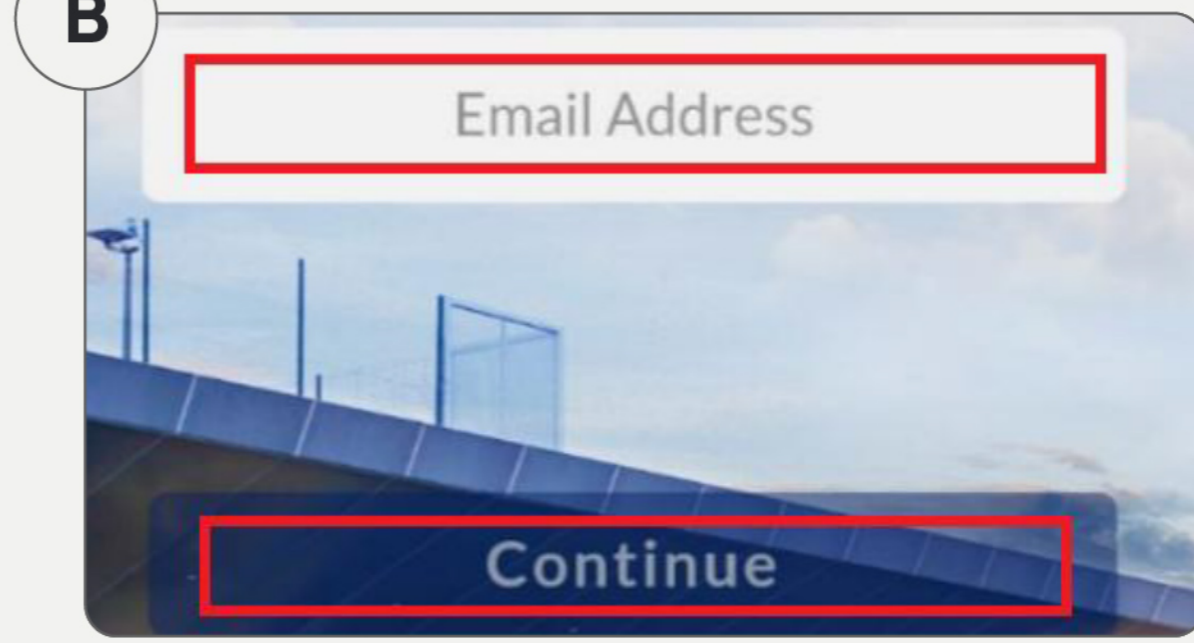
\*Update your current app to the latest version from the Google Play Store or App Store.

### NEW USERS

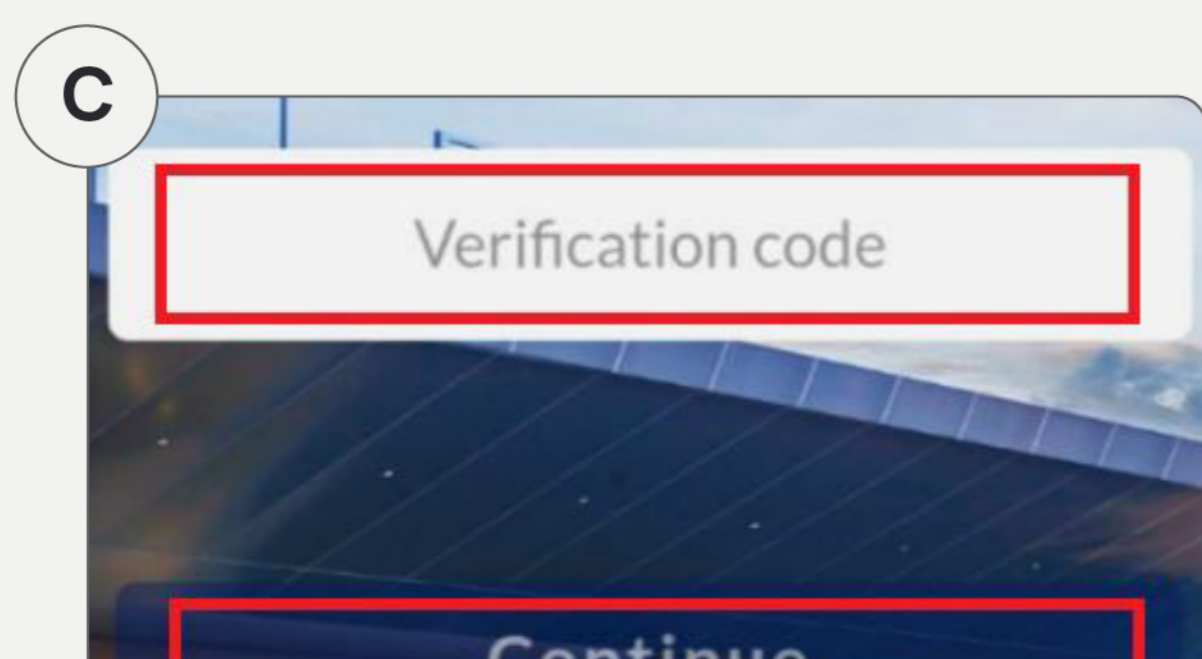
For members who are new users, please download the mobile app from the Google Play Store or App Store and follow the steps below:



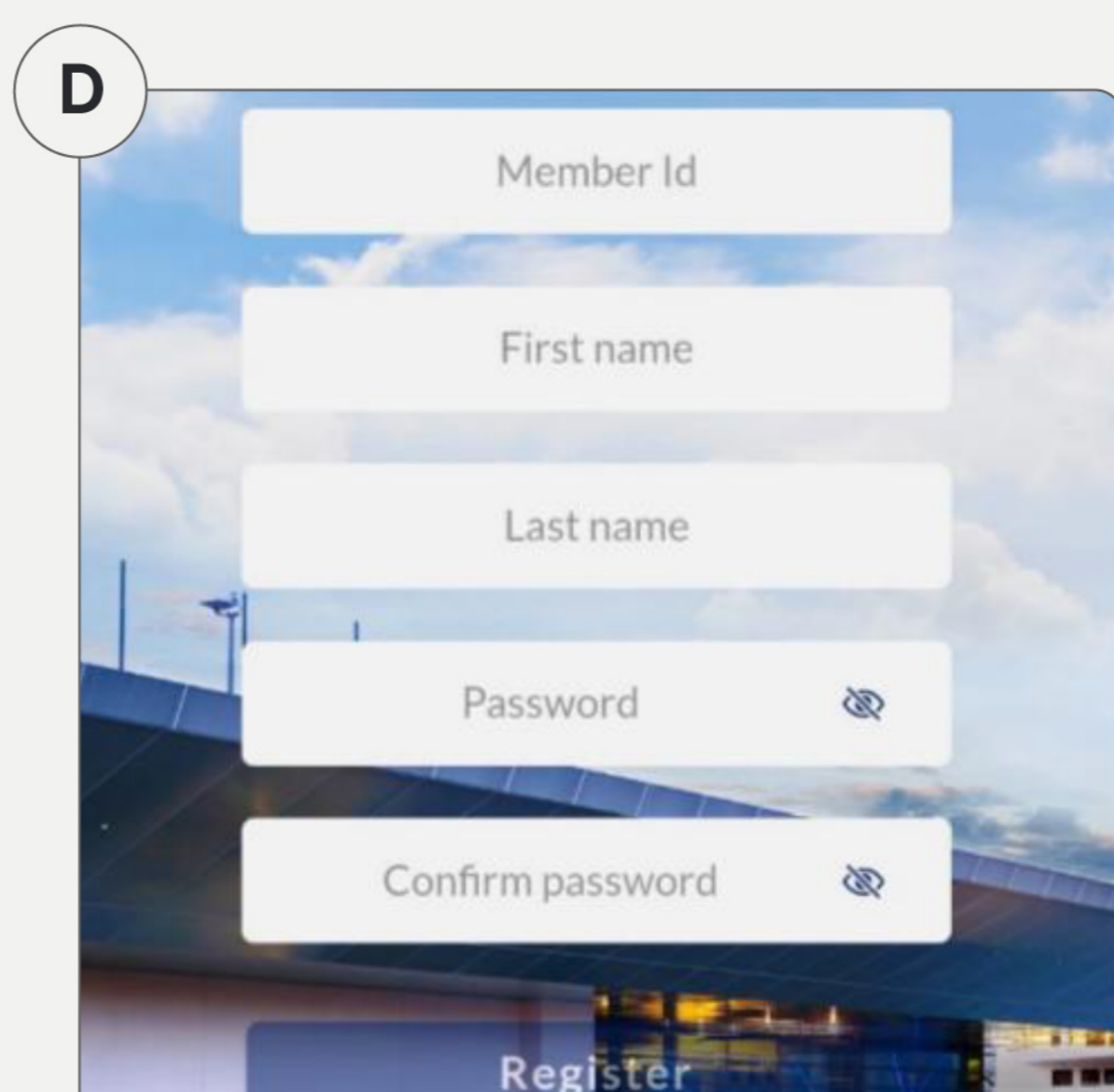
Click **Register here**.



**Key in your email address** which is registered with NUSS when you sign up for our membership. Click **Continue**.



You will receive an OTP (One-time Password) via email. **Key in the 6 digit number** into Verification Code Field. Click **Continue**.



**Fill up the form** and click **Register**.

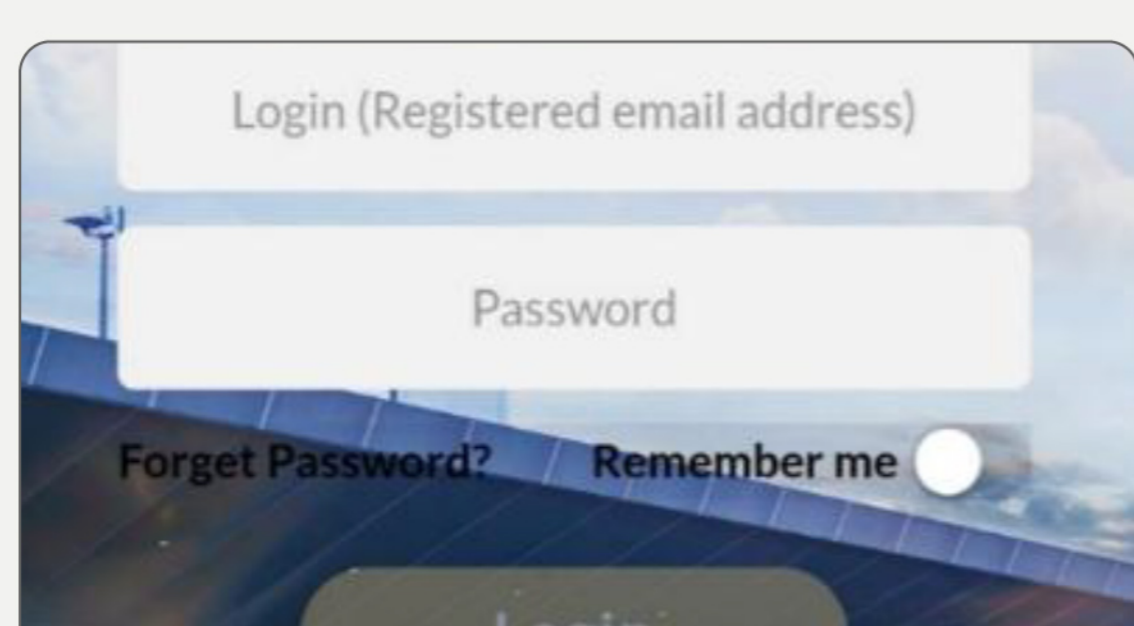
**Your registration is now completed.**

## 2. Why do I face issues signing up?

**It could be due to one of the following:**

- You have already registered
- Member ID/ Membership Number are not keyed in correctly
- Non-principal members must key in their full Member ID/Membership No (E.g. AB123Z-01)
- Your email address is not the same as the registered email address
- Forget to key Confirm Password
- Password and Confirm Password are not the same

## 3. How do I login?



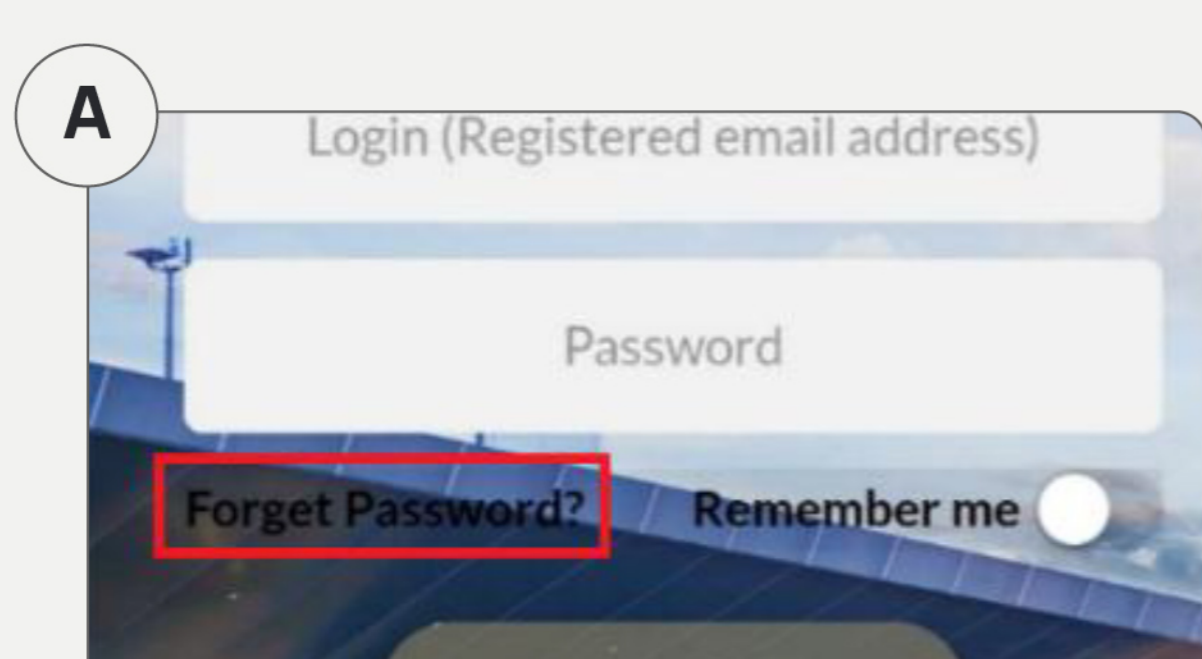
On the login screen, key in the email address and password. Click **Login**.

## 4. How do I ensure that my choice of password meets requirements?

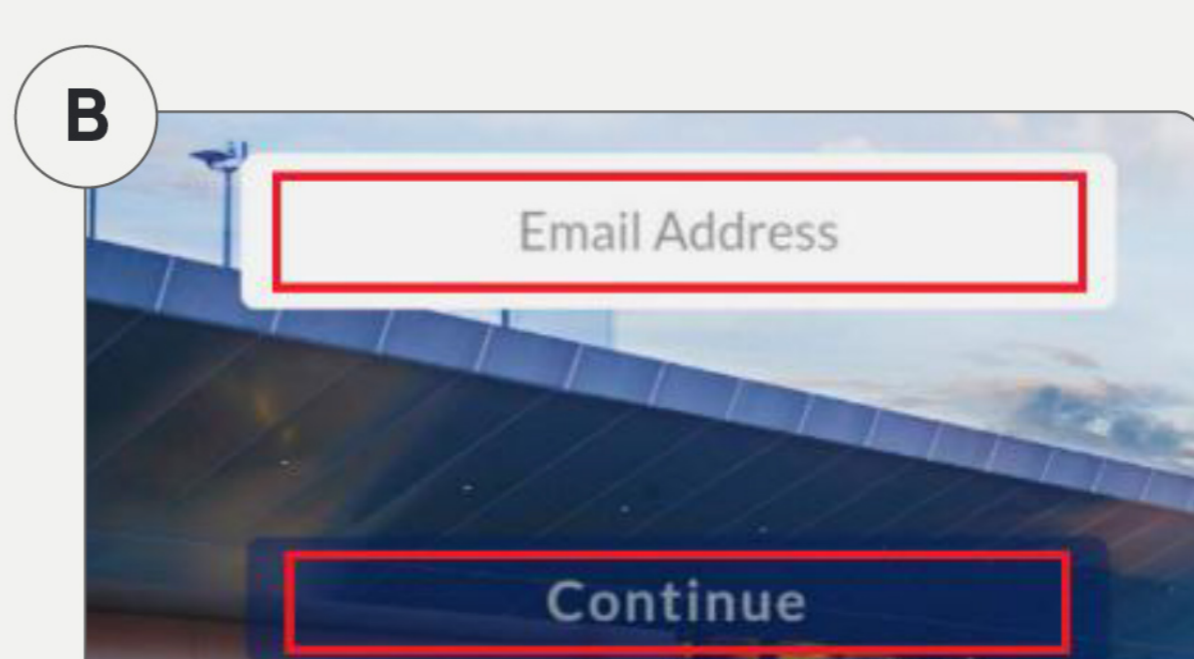
**Please follow the instructions below.**

- Have a minimum of 8 characters
- Have one uppercase letter
- Have one numeric character
- Have one special character (!@#\$%^&()+=[])

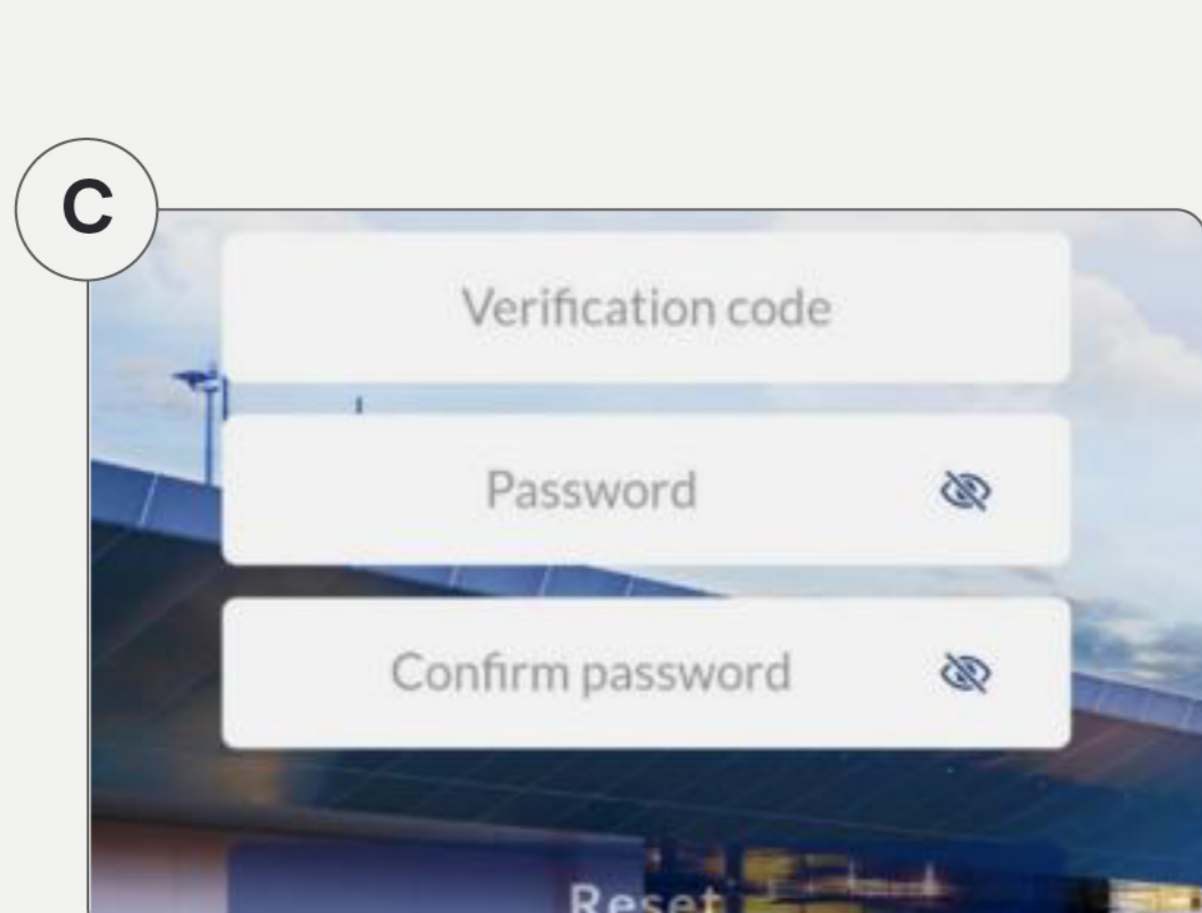
## 5. How do I reset the password?



Click **Forget Password**.

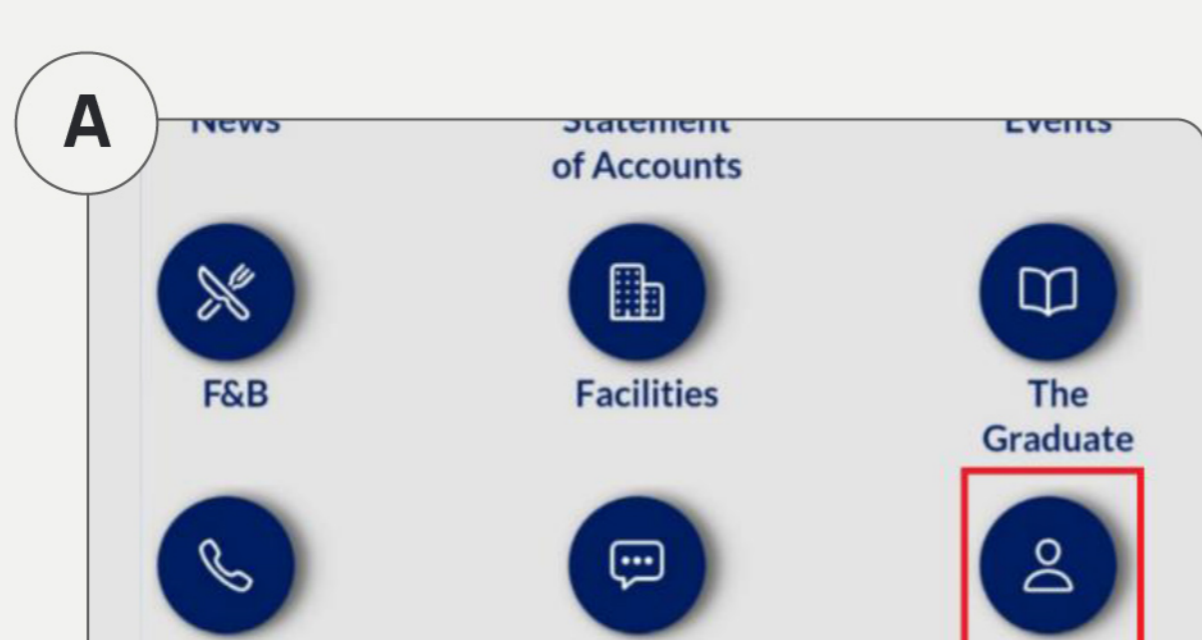


Key in your **email address** and click **Continue**.

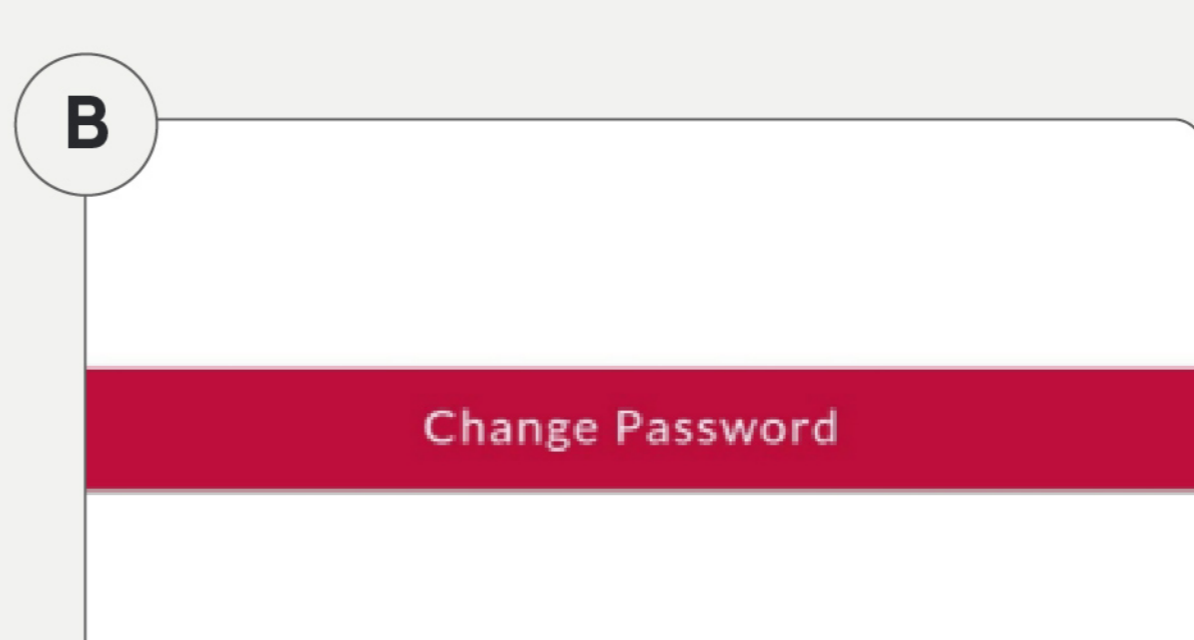


You will receive an OTP (One-time Password) via email. **Key in the 6 digit number** into Verification Code Field. Key in **new Password**. Key in **Confirm Password**. Click **Reset**.

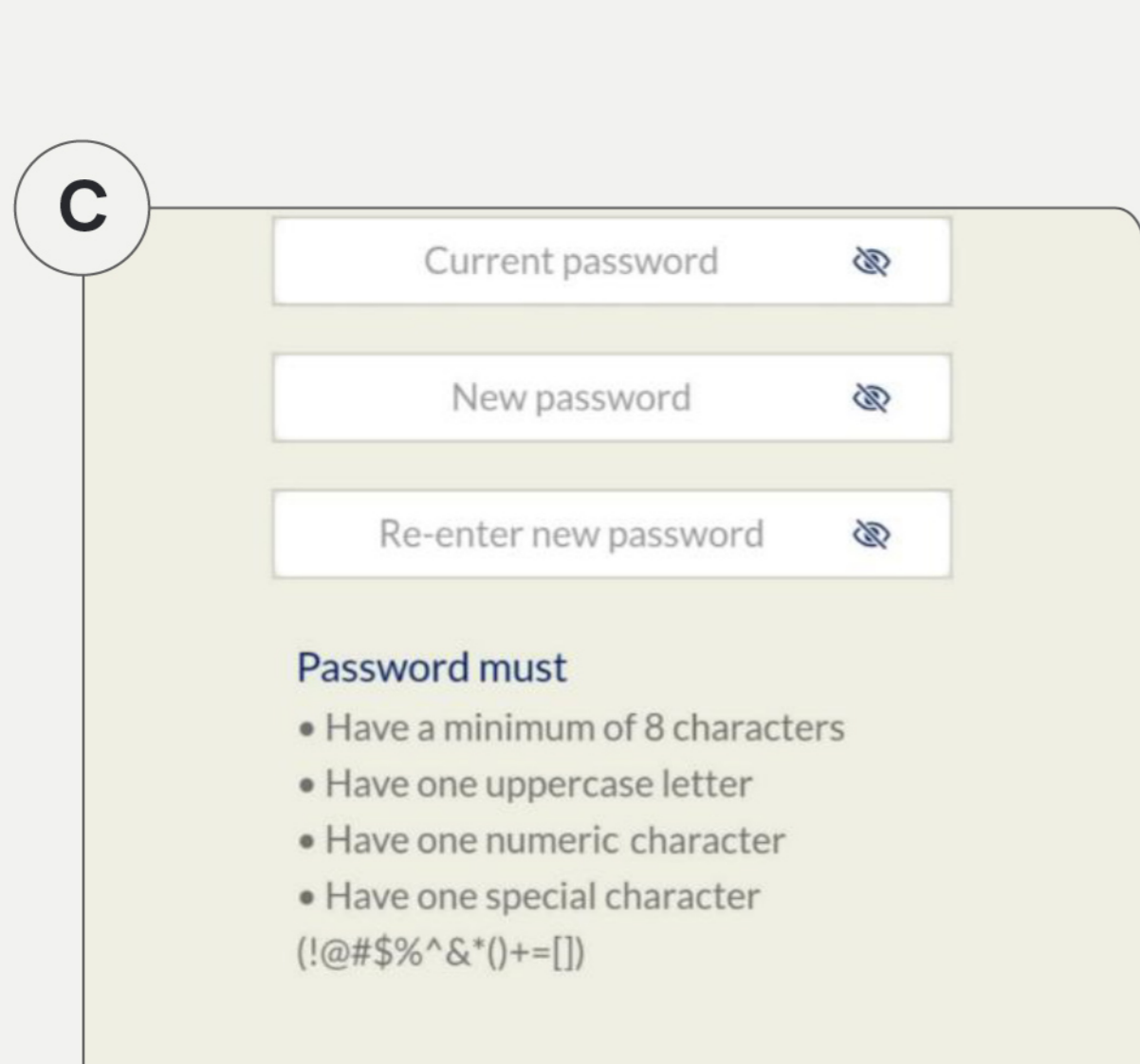
## 6. How do I change the password after logging in with the old password?



Click **Profile**.



Click **Change Password**.



Key in your **Current Password**. Key in the **New Password**. Key in the **Re-enter New Password**. Click **Update**.