

## Sunset iPhone, iPod, iPad App FAQs

**1. How much does the app cost?**

The app is free; there is no charge to use the app.

**2. How do I install the app on my iPhone, iPod or iPad?**

Using iTunes on you Mac or PC, go to the iTunes store and search for “Sunset Credit Union”. Once you find the app use the normal process for a free install. Or using the App Store on your device, search for “Sunset Credit Union”, tap the app, tap the Free button, then tap Install. Or follow this link <http://itunes.apple.com/us/app/sunset-credit-union/id373154352?mt=8> to open the app in the iTunes Store.

**3. Is it safe to use the app on my iPhone.**

The app is safe because it uses the same SSL encrypted communications as the Apple Safari browser so it has all of the same protections. It is always a good idea to only use known network connections when accessing financial information from your laptop or from your iPhone.

**4. Do I need to register to use the iPhone app.**

No, just use the same credentials you use for your on line banking account to open the app.

**5. May I store my credential in the app so it is easier to log in?**

Yes, you may store some or all of you credential in the app for your convenience. The credentials are stored in Apple’s encrypted Key Cain and cannot be accessed by others. If you choose to store all of your credentials including your password, as a security measure you will be required to enter your password prior to transferring money or paying bills.

**6. Can I change how I have saved my credentials on my device?**

Yes, from the Home page, tap the New User button in the upper left corner. That will erase all of your stored credentials and you can re-enter them the next time you log in.

**7. What do I do if the app is not operating correctly?**

It is likely because of a temporary network problem or the on line banking site is temporally closed. Try the app again in a few hours and if it is still not working properly contact Sunset Credit union to report the problem.

**8. My iPhone or iTunes is asking me if I want to report a problem that happened with the Sunset app, what should I do?**

Please send the report to Apple, it contains no personal information but it will be very helpful in fixing the problem. Then list the steps you took leading up to the problem in an email, before you send the email to Sunset, try the steps again and see if the problems occurs again. Tell us in the email if you can repeat the problem or if it only happened once.

**9. What should I do if I lost my device and I am concerned about someone looking at my account information?**

Log on to your account using a Mac or PC and change your password. That will also reset the password required to open the Account and Bill Pay information on your device. Or call Sunset for assistance.