

Having trouble logging in to ONPointe Mobile for the first time?

Use this step-by-step guide to help you get logged in and using ONPointe Mobile.

FIRST: Confirm you have access to ONPointe Mobile.

- Check with your company's ONPointe administrator to confirm that you are entitled to the mobile app. If not, the administrator can add access for you. Once you have access, download the ONPointe Treasury or ONPointe Mobile Getting Started Guide from www.oldnational.com/onpointe to walk through the setup process.

NEXT: Have you downloaded the ONPointe Mobile App?

- ONPointe Mobile is available for download from the App Store and Google Play. It is compatible with most iOS (Apple) and Android (Google) devices. ONPointe cannot be accessed on smartphones or tablets outside of the app.
- If you've already downloaded the app, continue to the next step.

THEN: Do you have your Software Activation Key?

- The first step to register your user account to the ONPointe Mobile app is to enter your Software Activation Key.
- **If you use ONPointe Treasury**, your Software Activation Key used to register the ONPointe Secure Browser can be used for up to three devices, but expires after a period of time. If you need a new Software Activation Key, contact your company's ONPointe administrator or contact Old National Treasury Management.
- **If you use ONPointe Essentials**, log in to the desktop version of the service, click on the user icon in the upper-right corner of the screen, and choose Edit My Profile. Scroll to the bottom of the User Information box to find your Software Activation Key. If it has expired or has zero remaining uses, click Reset to create a new key.
- If you have already done that, continue to the next step.

FINALLY: Are your email account and/or mobile phone number correct in ONPointe?

- To receive a user verification code, you must have a valid email address loaded into ONPointe. SMS text message is also available but not required.
- If you use ONPointe Treasury, you can confirm your email address and message-enabled mobile number by logging in to the desktop version and navigating to My Settings>My Profile. If your email address or mobile phone number needs to be updated, contact your company's ONPointe administrator or Old National Treasury Management Support.
- If you use ONPointe Essentials, you can view and update your email address or mobile phone number by logging in to the desktop version and navigating to the user icon in the upper-right corner and choosing Edit My Profile.
- Note: To receive SMS text messages, you must check the two boxes in your profile screen to receive alerts via text message and agree to the Terms & Conditions. Message rates from your carrier may apply.
- If that doesn't solve your problem, contact Old National for help.



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