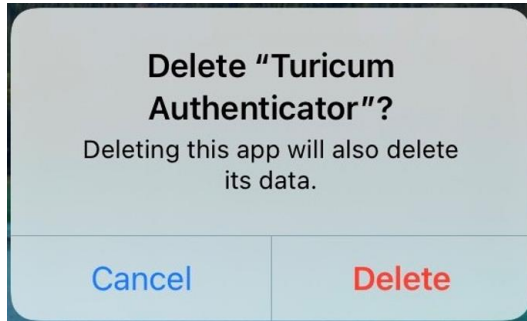
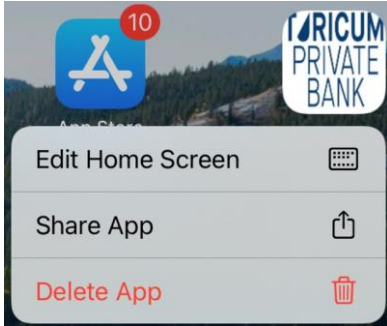


## Reinstalling your Turicum Authenticator App to the latest iOS version

### iOS devices update to v5.1

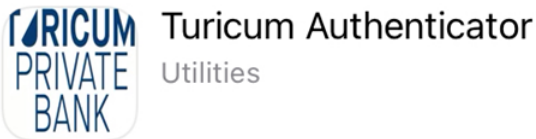
To update your Turicum Authenticator App on your Apple device you must first uninstall your current version.

On your Apple device “tap” and “hold” the Turicum Authenticator App.



Tap on “Delete App” and confirm your action by tapping on “Delete” on the next pop-up.

Go to the App Store and search for the Turicum Authenticator app.



Tap on the app to see more information. Here you should see an option to download the app again, shown by a download from the cloud icon.



If you do not see the cloud icon then you should have a “Get” option available.

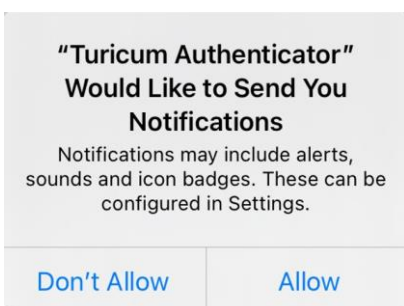
**GET**

Tap on “Download” or “Get” to download and install the app.

Once this is completed tap on “Open”

**OPEN**

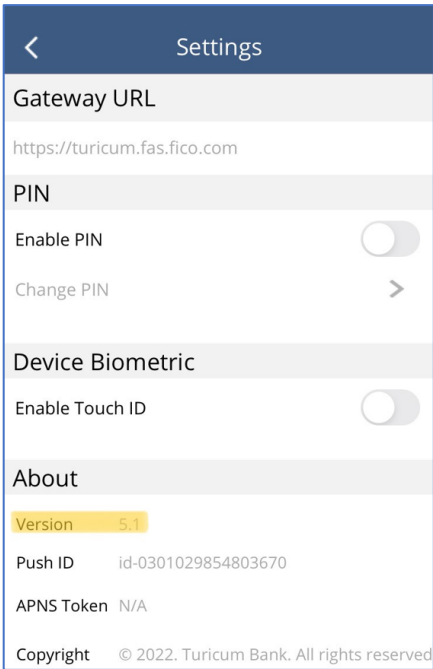
This will now open the Turicum Authenticator App. You will receive the following pop-up, tap on “Allow”



On the top right of the screen tap on the “Settings” icon.



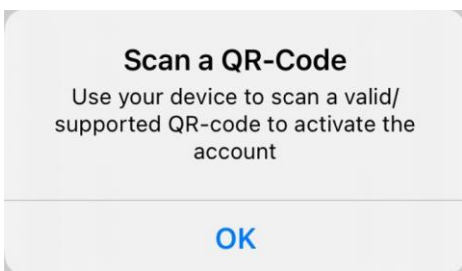
Under the “About” section you will see the “Version”



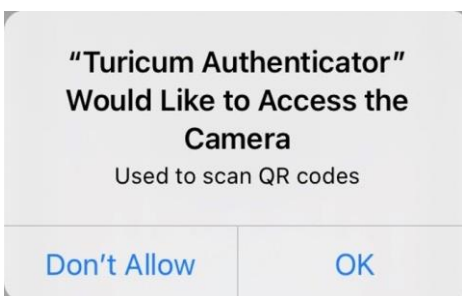
The latest version for Apple is v5.1.

If this is the version you have, then the app has updated successfully and you can proceed to scan the QR Code and re-activate your user.

On the app, tap on “Add Account” and tap on “Ok” on the following pop-up.



You will receive another pop-up requesting the app have access to the camera. To be able to scan the QR Code on the next steps please tap on “Ok”.



This will activate the camera within the Turicum Authenticator app.

Go to the Turicum Online Banking Logon page on a different device. This could be your Laptop, PC or tablet.

Enter your User ID and Password. You should now see a QR Code. Scan this with the camera within the Turicum Authenticator app.



Once scanned you will be asked to create a PIN.

Your User has now been re-activated and you can login by Requesting a Push notification or by generating a One Time Passcode.