
Troubleshooting Guide

If you have a special character in your existing online banking password

- **DO** login using a browser for your **first login** (Google Chrome, Mozilla Firefox, Safari – do not use Internet Explorer)
- **DO** enter your existing USER ID and Password as you would have done on the previous platform – your existing user ID and password

- **DON'T** open RepublicMobile TT app until requested via the browser
- **DON'T** use any special characters when setting your new password
- **DON'T** use your previous mobile banking password when logging in to the app. Use your new password (the one you would have just set)
- **DON'T** delete your mobile app after logging in, as you will have to sync your mobile device again as your second factor authentication method
- **DON'T** sign in to the app and web at the same time. Only one connection will be allowed.