

# STARTUP GUIDE

Use the UFA App to check real-time cardlock pricing, find nearby UFA locations, track fuel transactions and view Patronage & Equity.

Before you start, you'll need a myUFA account with an email linked to it, and an internet-connected smartphone running iOS 13 or Android 11 or newer.

New to myUFA? You can create your account directly in the UFA App or at [UFA.com](https://UFA.com) by clicking "Sign in to myUFA", and following the steps.

## DOWNLOAD THE APP

The UFA App is available for download on the [App Store](#) (iPhone) and [Google Play Store](#) (Android).

## TURN ON LOCATION

Once you open the app, you'll be prompted to share your location. Select "Allow While Using App" and turn on precise location. This is required to find nearby sites and access correct pricing.

## SIGN IN

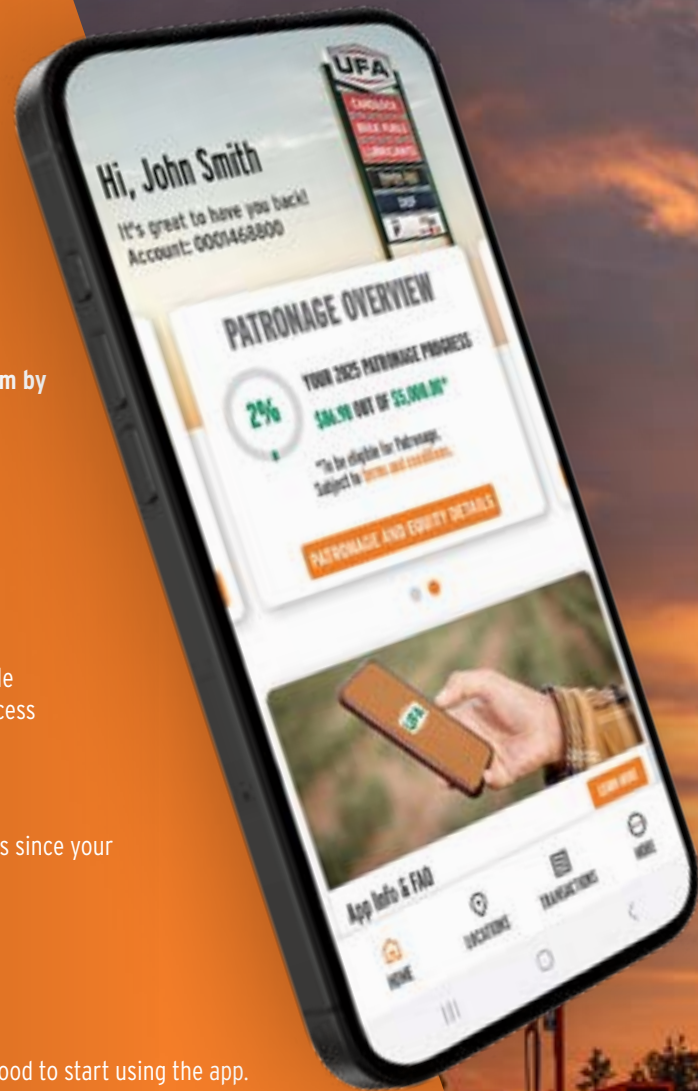
Enter the email and password associated with your myUFA account. If 30 days passes since your last sign-in, you'll be asked to sign in again.

## ENTER YOUR CODE

You'll be emailed a code to verify your identity. Enter this code in the app.

## DONE

You'll be asked to choose an account if you have more than one, otherwise, you're good to start using the app.



# TROUBLESHOOTING

If your email isn't linked properly, the app won't send a code. Here's how to fix it.

## STEP 1:

Sign in using the email and password linked to your myUFA account. New to myUFA? Create an account in the app or at [UFA.com/login](https://UFA.com/login).

## STEP 2:

Once signed in, check for personalized fuel pricing, patronage and equity. If you see those, you're good to go. If you don't:

1. Go to Account Management
2. Select Permissions Management
3. Confirm account access
4. Make sure your email is registered

No code showing up? You're most likely using the wrong email, your email isn't linked to your UFA account or the code went to your email's junk/spam folder.

Still stuck? Give Customer Support a shout at 1-877-258-4500.

# FREQUENTLY ASKED QUESTIONS

## WHO CAN USE THE UFA APP?

The UFA App is available to users with a myUFA login. Sign in using the email associated with your account.

## WHERE CAN I DOWNLOAD THE APP?

The UFA App is free to download from the Apple App Store and Google Play Store.

## DO I NEED INTERNET ACCESS?

Yes. An internet connection is required to load pricing, locations, and account details. A strong connection will provide the best experience.

## WHAT IF MY PHONE IS NOT COMPATIBLE?

The UFA App requires:

- iOS 13 or later
- Android 11 or later

If your device is not supported, you can still access your myUFA account through [UFA.com/login](https://UFA.com/login).

## CAN I VIEW MY FUEL LINK OR CARDLOCK PRICING?

Yes. Users with a myUFA account can view pricing directly in the app.

## WHERE CAN I FIND MY PATRONAGE & EQUITY INFORMATION?

From the home screen, swipe to access the Patronage & Equity section, where you can view your current summary and progress.

## DOES THE TRANSACTION SUMMARY INCLUDE ALL PURCHASES?

No. The app does not display:

- Bulk delivery transactions
- Packaged goods
- Farm store purchases
- House account transactions

## HAVE MORE QUESTIONS?

Visit [UFA.com/app](https://UFA.com/app) for full details.

