

NFU App – FAQs



How do I download the App?

- Go to the Google Play or iOS App Store, search 'NFU'.
- Look for the NFU logo on a white background.
- Select 'install'
- The App will say 'NFU' and be the NFU logo on a white background. This will be on your home screen.
- Once opened, there's an opening screen asking you for your membership number and password (these are same details as you use to log into NFUonline).

Note: The App is compatible with Android devices which have version 7.1.1 software or above. The App will not work on Android devices which have lower versions of 7.1.1 installed. On iOS you will need software 11.4 or above.

How do I login?

- **To login:** use your **membership number** associated with your membership and **password you use with NFUonline**.
- If you can't remember your login details then contact NFU CallFirst on 0370 845 8458.
- If you have five failed attempts at the login you will be locked out, so after five minutes just [reset the password yourself using the link to 'forgotten password' on the login page on NFUonline](#)

How do I use the NFU App?

- **NFU Home:** displays the key NFU news stories and member insight / analysis. This channel will always be the 'home page' of the App.

The following channels you can switch on / off using the settings area (tap the cog icon on the top right to access).

- **EU Exit:** all Brexit-related news and information
- **Crops:** latest news and information
- **Dairy:** latest news and information
- **Horticulture and Potatoes:** latest news and information
- **Livestock:** latest news and information
- **Poultry:** latest news and information
- **Sugar:** latest news and information

Q: Is the NFU App free?

A: Yes, it's free for NFU Farmer and Grower and Retired members. If you're unable to access it, but believe you have the right membership status to do so, then contact NFU CallFirst on 0370 845 8458.

Q: Is the NFU App just for mobile phones?

A: No, if you have an Android or iOS tablet you can download the NFU App from the relevant store. You can download the NFU App on multiple devices, there's no limit and no cost.

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Q: I don't want to be notified when new content is added to the NFU App, how do I switch this off?

A: When you log in for the first time you will get the standard prompt for your mobile / tablet which gives you the choice of allowing notifications. If you want to hear from us in the form of relevant and breaking news and advice then tap 'allow notifications'. If you change your mind you can change the settings in the notifications settings area on your phone / tablet at any time, just like any other App.

Q: Will the NFU App remember my login details?

A: Yes, but you will need to enter the details again if the NFU App has been updated.

Q: How do I change my password?

A: Tap on the 'change password' prompt just under the main login boxes on the opening screen. The link will take you to [NFUonline where you can follow the standard procedure for forgotten password](#) you can also change your password on NFUonline if you're logged in, under the My Profile area - select the change password tab.

Once you have done this, it will around five minutes for the NFU App to recognise the change. If you're still having problems then contact NFU CallFirst on 0370 845 8458.

Q: How do I get the latest news stories / content?

A: Simply tap the refresh arrows located next to the settings cog or swipe down on the channel.

Q: I'm receiving notifications but I've changed my mind. How do I stop these?

A: If you change your mind about notifications then you can change the settings in the notifications settings area on your phone / tablet at any time, just like any other App.

Q: I have some feedback about the NFU App, who do I contact?

A: Members can email web.enquiries@nfu.org.uk or contact NFU CallFirst on 0370 845 8458.

Further help

- If you can't remember your login details then contact NFU CallFirst on 0370 845 8458.
- If you have five failed attempts at the login you will be locked out, If you have five failed attempts at the login you will be locked out, so after five minutes just reset the password yourself using the link to 'forgotten password' on the login page on NFUOnline
- For any other questions, feedback or suggestions then visit the Contact Us area on the App (in the Settings area where you customise your channels) or contact NFU CallFirst on 0370 845 8458.