

How to Reset Online Banking (Forgot Your Password)

- 1) Go to myspsfcu.org
- 2) Under "Online Banking" enter your "Log On ID"*
- 3) Click the box that says "I'm not a robot" – Click "OK"
- 4) The next screen will display:
A temporary Security Code has been sent to your email address. Your email will usually arrive in 1 – 2 minutes, but may take longer (please allow up to 10 minutes). Please log on again using your Logon ID and temporary Security Code. If you do not log on within 15 minutes from the time your temporary security code was created, it will no longer be valid. You will need to select Forgot Security Code to get a new one.
- 5) Go to your email and find the temporary password in a message from Pasadena Service FCU Customer Service
- 6) Enter your Log ON ID again. Click "Logon"
- 7) Enter the temporary password you just received by email
NOTE: The web site will not accept the temporary password if you copy and paste it. You MUST TYPE in the temp password.
- 8) Choose a new password. Remember.. Password are CasE seNSiTiVe!
NOTE: The web site will not let you use all or part of your birthday for a password.

Additional notes:

*If you don't remember your Log On ID, you will not be able to reset your password on the web site. In that case, we will have to assist you. Send your email request to reset your password with your name and PSFCU member number to bc@myspsfcu.org.

If the email address you associated with Online Banking is no longer valid, you will not receive your temporary password and we will need to assist you with that as well.

Send an email to bc@myspsfcu.org Be sure to include your name and member number with your request.