

How to Reset Your Password in the Mobile App (Or Retrieve you Username)

*Before you begin, you will need to know the following:
Your credit union account number (member number) and
your FULL Social Security number.*

Open the Mobile App on your phone

RETRIEVE USERNAME

Under "SIGN IN", click "Problems Signing In?"

Select RETRIEVE USERNAME

1 - Enter your credit union account number

2 – Enter the last **FIVE** digits of your S/S Number

Answer the 3 security questions.

*These can be tricky if you don't remember **exactly** what you provided.*

For example, one of the questions was "Primary member's phone number" Sounds easy enough, but the phone number on my credit union account is my old home phone number which I haven't used in over a year. I entered my cell phone and got an error message.

If you answered the questions correctly the next screen will show you your Username!
Done!

FORGOT PASSWORD

Under "SIGN IN", click "Problems Signing In?"

Select RESET MY PASSWORD

Enter your Username

Enter the last **FIVE** digits of your S/S Number

Enter your credit union account number

Answer the 3 security questions.

These can be tricky... (See note above)

At this point the app may ask you to reset your security questions. – Remember your answers!

Enter your new password – Enter it again - Done!