**Update Your Username & Password**

The first time you log in, you will be required to update both your Username and Password.

**Steps:**
2. Click on the “Online Banking Login” button.
3. Enter your existing Username and click the “Login” button.
4. Enter Password and click the “Login” button.
5. Pick your delivery method either text, voice message or email and click the “Next” button.
6. Check your phone or email account for the incoming Access Code.
7. Enter the Access Code.
8. Enter your new Username using the onscreen guide for complexity and click “Next”. 
9. Enter your new Password twice using the onscreen guide for complexity and click the “Next” button.
10. Your Username and Password is now reset and you are logged in.

**Retrieve Your Username**

Forget your Username? You can securely retrieve your Username in seconds.

**Steps:**
2. Click “Forgot Username” under the Online Banking Login.
3. Enter your SSN, date of birth, account number, email address, and phone number.
4. Pick your delivery method either text, voice message or email and click the “Next” button.
5. Check your phone or email account for your Username.

**Reset Your Password**

Hint: To make your password stronger, include symbols like ! $ % ^ &.

**Steps:**
2. Click “Forgot Password”.
3. Enter your SSN, date of birth, account number, email address, and phone number.
4. Pick your delivery method either text, voice message or email and click the “Next” button.
5. Check your phone or email account for the incoming Access Code.
6. Enter the Access Code.
7. Enter your new Password twice using the on-screen guide for complexity and click the “Next” button.
8. Your Password is now reset and you are logged in.

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**Why do I have to update my login?**

We are instituting a more secure method for logging into Online Banking. This enhanced security system verifies member identity by requiring multiple credentials. It creates layers of security to increase the confidence that the person requesting access is actually the member they claim to be. Our system not only requires a username and password, but an additional code transmitted via text, voice message, or email to verify identity.

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**You’ll need only one of these to get started:**

- Smartphone
- Email
- Telephone

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Username Requirements
If your Username is not compliant, you will automatically be required to update it.

Requirements:
Must Contain: (Usernames are not case sensitive)
• Must be at least 5 characters long
• Must contain 1 number and 1 letter
Cannot Contain:
• Cannot contain spaces, less than symbols ( < ), nor apostrophes ( ‘ )
• Cannot contain your account number(s)

Password Requirements
If your Password is not compliant, you will automatically be required to update it.

Requirements:
Must Contain: (Passwords are case sensitive)
• Must be at least 8 characters and not longer than 30 characters
• Must contain 1 number and 1 letter
• Must contain 1 uppercase and 1 lowercase letter
Cannot Contain:
• Cannot contain spaces, less than symbols ( < ), nor apostrophes ( ‘ )
• Cannot contain your account number(s)
Hint:
• To make your password stronger, include symbols like ! ? $ % ^ &

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New Login for Online Banking

Why do I have to update my login?
We are instituting a more secure method for logging into Online Banking. This enhanced security system verifies member identity by requiring multiple credentials. It creates layers of security to increase the confidence that the person requesting access is actually the member they claim to be. Our system not only requires a username and password, but an additional code transmitted via text, voice message, or email to verify identity.