

Self-Serve Password Reset- Information for Members

Self-Serve Password Reset is a digital banking feature that allows you to reset your Online Banking Password whenever you need to. You must be enrolled in the 2 Step Verification before you can use the “Forgot Password” feature.

Please note: Currently, Self-Serve Reset Password is only available for Personal Members. Member Direct Small Business Members will need to continue to call our Member Assistance Line to reset their password at [1-877-847-2828](tel:1-877-847-2828).

How do I reset my Online Banking Password?

1. To reset your Password, select the Forgot Password link on the Login screen.



Card Number (Enter last 7 digits)

581809050

Password

 Show Password

Password

Remember Me

LOGIN

[Forgot Password?](#)

2. Selecting Forgot Password link will open the Please Verify Yourself screen. Complete the Please Verify Yourself screen by entering the last 7 digits of your card number and your date of birth (YYYY-MM-DD).



PLEASE VERIFY YOURSELF

Card Number (Enter last 7 digits)

Card Number (Enter last 7 digits)

Please enter your Card Number.

DATE OF BIRTH

yyyy-mm-dd



CANCEL

CONTINUE

3. A one-time verification code will be sent to the mobile phone or email address you registered during enrollment of 2-Step Verification (2SV). If you set up both an email address and mobile phone number, you will be prompted to where you would like the one-time verification code to be sent.



PLEASE VERIFY YOURSELF

For your protection, we need to verify it's you by sending you a verification code.

How would you like to receive it?

EMAIL

We will send an email to mo*****82@*****.com to authenticate your identity.

CANCEL

CONTINUE

Upon receipt of the verification code from a text message or email, enter the code in the Enter Verification Code field and select Continue. If the submitted code is valid, a confirmation message will come on the screen saying "Verification Code Successfully Validated". Select the Continue button to enter in a new Password.



ENTER YOUR VERIFICATION CODE

Please enter the verification code that was sent to email mo*****82@*****.com.

If this is no longer the correct email, please contact Customer Service.

ENTER VERIFICATION CODE

200748

 Verification Code Successfully Validated

CONTINUE

4. Create and confirm your new password using the following criteria:
 - You cannot reuse one of your previous 10 passwords
 - Must be 10-30 characters in length
 - Must contain one (1) upper case letter, one (1) lower case letter and one (1) number. The following special characters may also be added @\$-!
5. A Success screen will appear. Select Go To Login and login to Online Banking using your new password.



SUCCESS

Password is reset successfully. You can now login with the new Password.

[GO TO LOGIN](#)