

LOCKED OUT OF ACCOUNT RESETTING SECURITY CODE

If you are primarily using the mobile app only and you have locked yourself out or can't remember your Security Code.

1. Click the link to go to Virtual Branch.

You will need to know your Security Code to be able to transfer funds.

2. A box will pop up stating... Are you sure?
This will exit the current application.

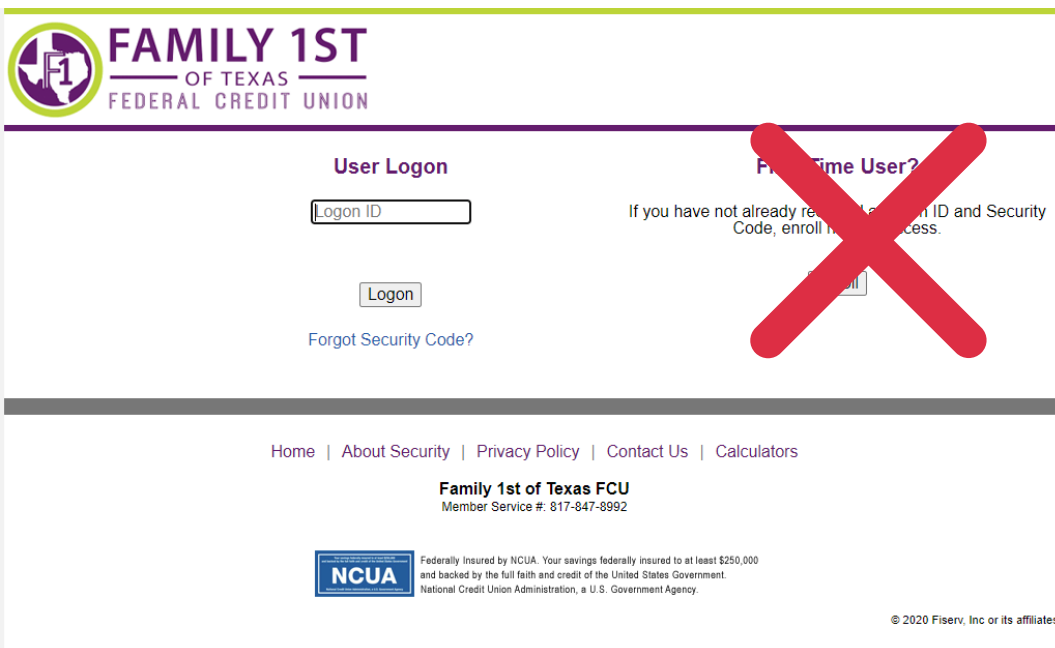
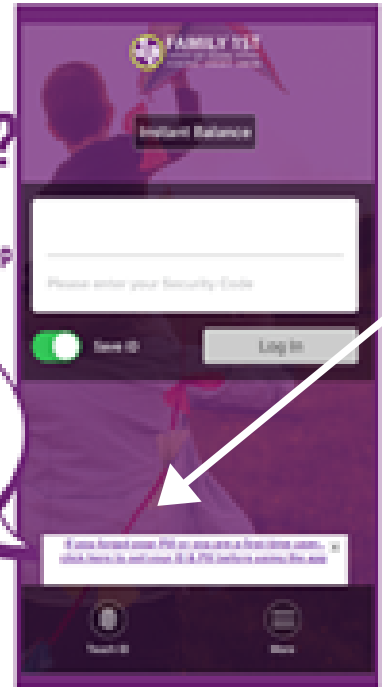
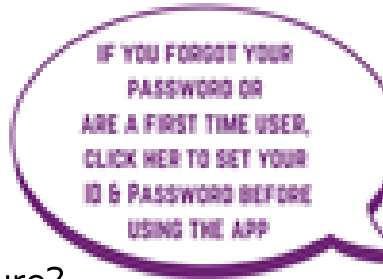
3. Click Ok.

Members will be taken to Virtual Branch.

4. Type in Login ID. **5.** Click Logon

FORGOT YOUR SECURITY CODE?

CLICK ON THE HYPERLINK ON OUR APP



Verify Security Phrase and Enter Security Code

If your Security Phrase below is not correct, then do not proceed with signing in.

YOUR SECURITY PHRASE SHOULD APPEAR HERE

Enter your Security Code (this is not the same as the Security Phrase shown above).

Security Code
The security code is case sensitive.

OK

[Forgot Security Code?](#)

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6. Click on "Forgot Security Code"

You need to change your Security Code. You have 3 logins remaining before your account will be locked out if you do not change your Security Code.

The security code must be between 8 - 16 characters and must contain at least 2 alphabetic and 2 numeric characters. In addition, it may contain special characters: `_ - !@$(*)=+[]|`. Do not select a security code you have used in the past. The security code is case sensitive.

Change Security Code

Current Security Code

New Security Code

Verify Security Code

OK Cancel

A new Security Code should have been emailed to your email address on file. It have 4 letters and 4 numbers. make sure to check Spam folders if it doesn't show up within 5 minutes.

7. Type in the Current Security Code which will be the Temporary Security Code/Password.

8. Type in the NEW Security Code that you wish it to be.

9. Click ok.

A new screen will pop up saying if it was successful or you will get an error.

Make sure to read the red notes.