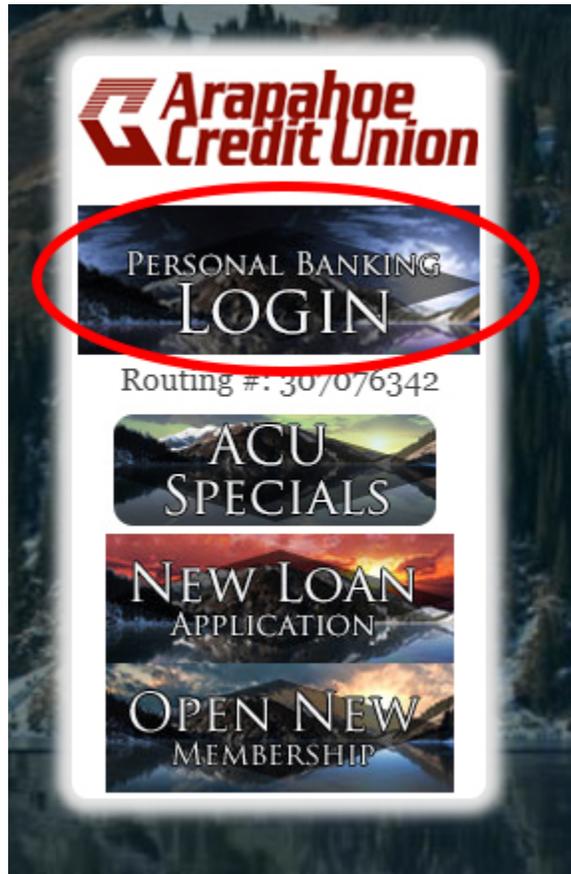


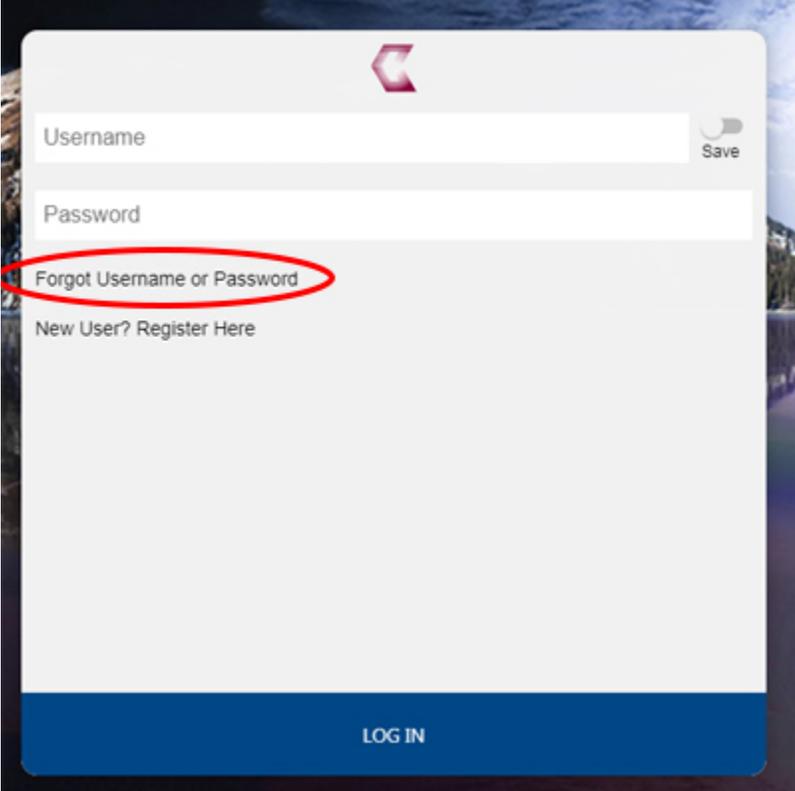


## PC

1. Access the online banking login by selecting Personal Banking Login.

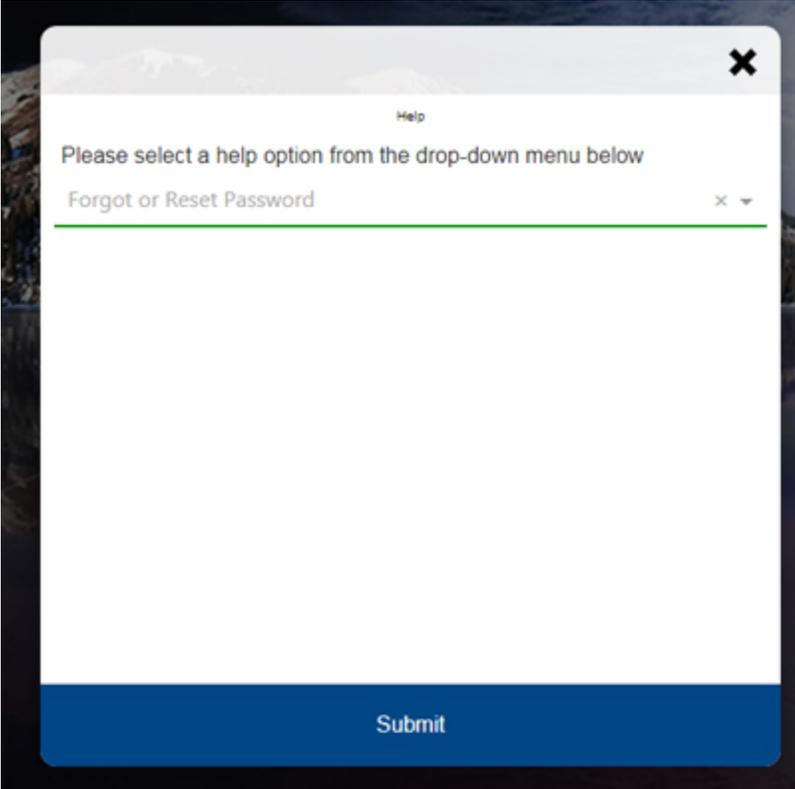


2) Click "Forgot Username or Password".



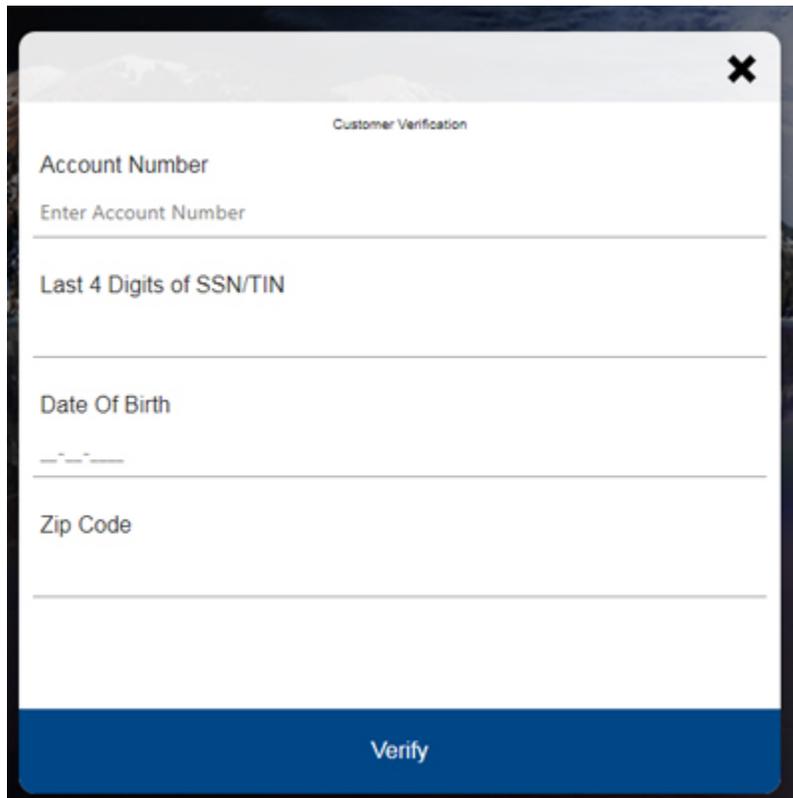
A screenshot of a login form. At the top center is a purple logo. Below it are two input fields: "Username" and "Password". To the right of the "Username" field is a "Save" toggle switch. Below the "Password" field is a link "Forgot Username or Password" which is circled in red. Below that is the text "New User? Register Here". At the bottom of the form is a blue button labeled "LOG IN".

3) Select "Forgot or Reset Password" from the drop down menu. Then, Click "Submit"



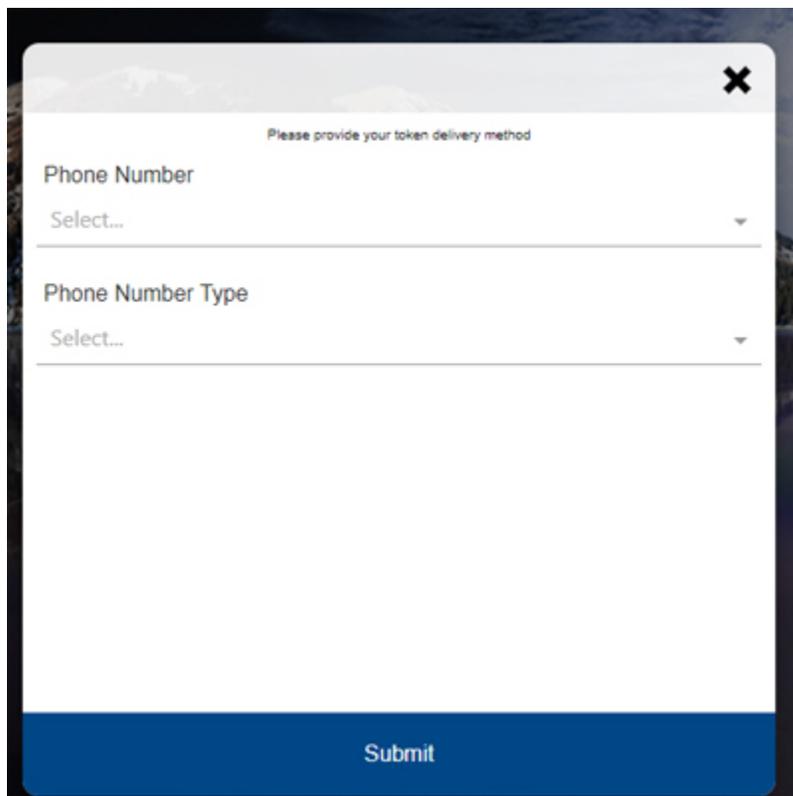
A screenshot of a help dialog box. At the top right is a close button (X). Below it is the text "Help". The main text says "Please select a help option from the drop-down menu below". Below that is a dropdown menu with "Forgot or Reset Password" selected and highlighted with a green underline. To the right of the dropdown is a small "x" and a downward arrow. At the bottom of the dialog is a blue button labeled "Submit".

- 4) Next, enter all account information. (Don't know your account number, contact ACU and we can help). Note: Please be sure to use the birthday and last 4 of the social for the **primary** member.



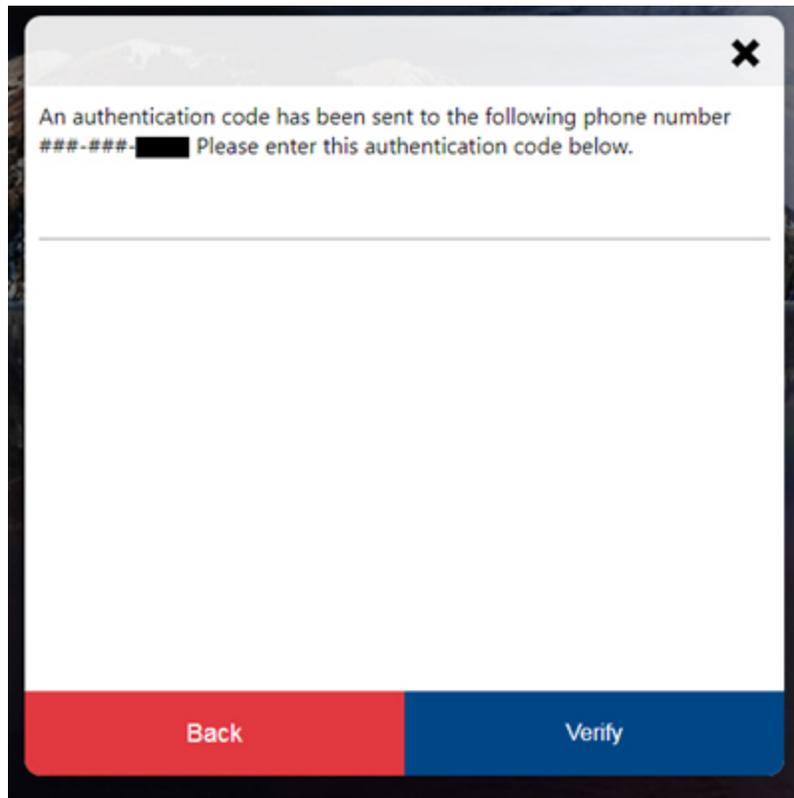
A mobile application screen titled "Customer Verification" with a close button (X) in the top right corner. The form contains four input fields: "Account Number" with a placeholder "Enter Account Number", "Last 4 Digits of SSN/TIN", "Date Of Birth" with a placeholder "--/--", and "Zip Code". A blue "Verify" button is located at the bottom of the screen.

- 5) Enter your desired phone number and phone number type (Text Message or Voice Message) from dropdown menus to receive authentication code.



A mobile application screen titled "Please provide your token delivery method" with a close button (X) in the top right corner. The form contains two dropdown menus: "Phone Number" with a "Select..." option and "Phone Number Type" with a "Select..." option. A blue "Submit" button is located at the bottom of the screen.

6) Enter the authentication code and click "Verify".

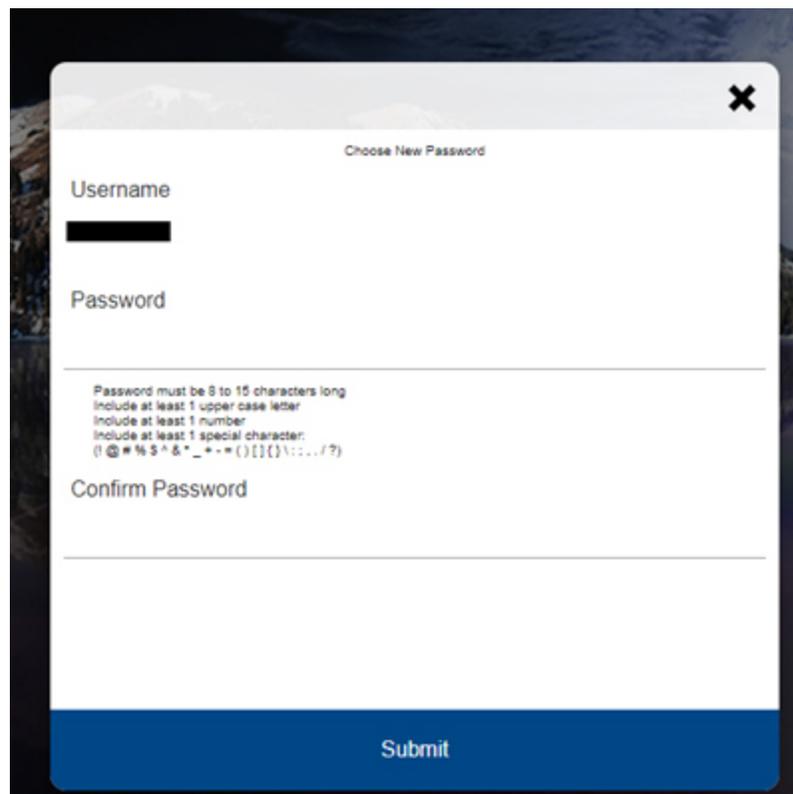


An authentication code has been sent to the following phone number  
###-###-█ Please enter this authentication code below.

Back Verify

This is a mobile application screen for entering an authentication code. It features a white background with a grey header containing a close button (X). The main text area contains a message about a code being sent to a redacted phone number. Below the message is a large empty text input field. At the bottom, there are two buttons: a red 'Back' button on the left and a blue 'Verify' button on the right.

7) Enter and confirm new password in lines below. (Review the password requirements). Then, click "Submit".



Choose New Password

Username  
█

Password

Password must be 8 to 15 characters long  
Include at least 1 upper case letter  
Include at least 1 number  
Include at least 1 special character:  
( ! @ # % \$ ^ & \* \_ + = ( ) [ ] { } \ | : ; ' , . / ? )

Confirm Password

Submit

This is a mobile application screen titled 'Choose New Password'. It has a white background and a grey header with a close button (X). The form includes three input fields: 'Username' (with a redacted value), 'Password', and 'Confirm Password'. Below the 'Password' field, there are password requirements: length (8-15 characters), at least one uppercase letter, one number, and one special character from a list including !, @, #, %, \$, ^, &, \*, \_, +, =, (, ), [, ], {, }, \, |, :, ;, ', ,, ., /, ?. A blue 'Submit' button is located at the bottom of the screen.

8) Lastly, you should see the screen below and your password is updated.

