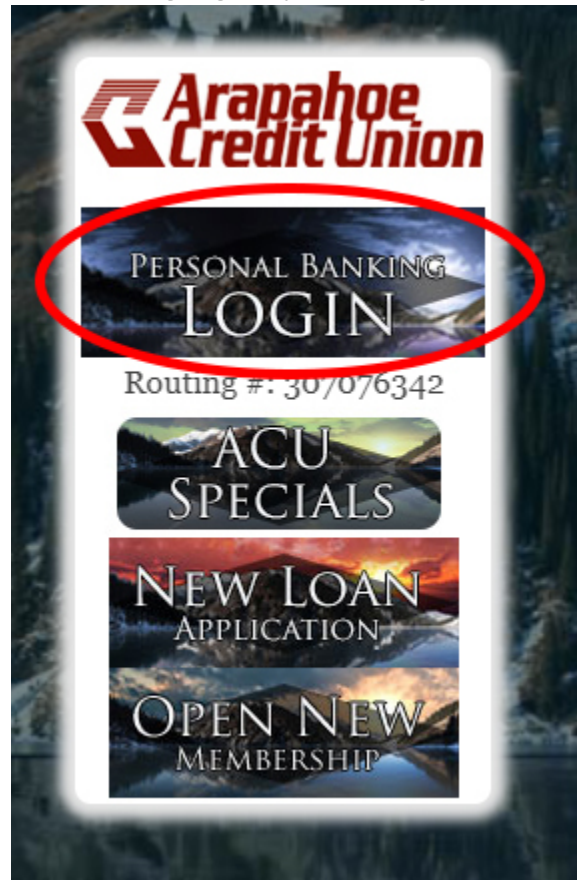


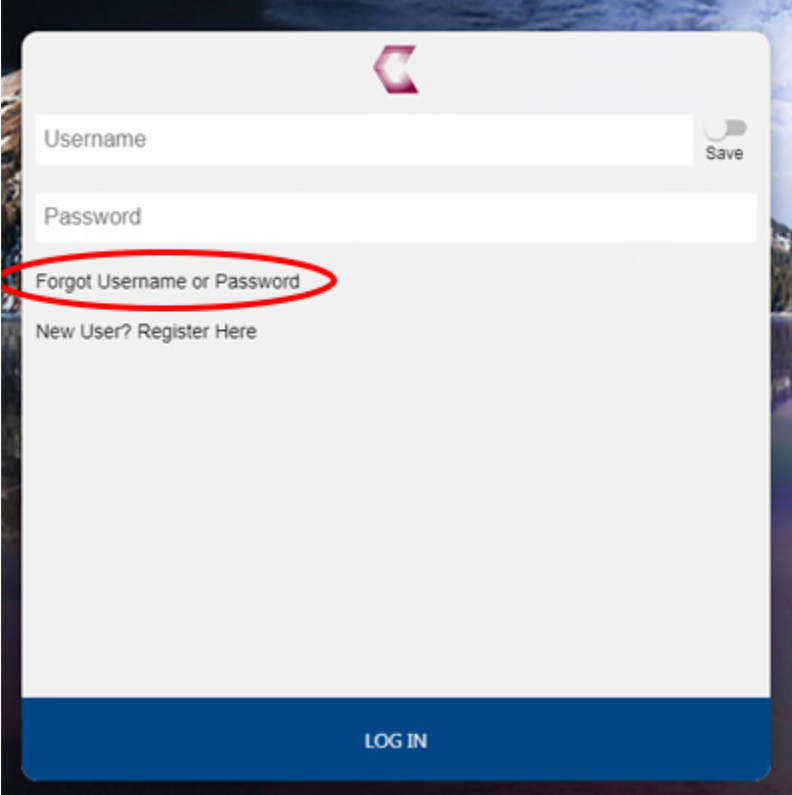


## PC

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

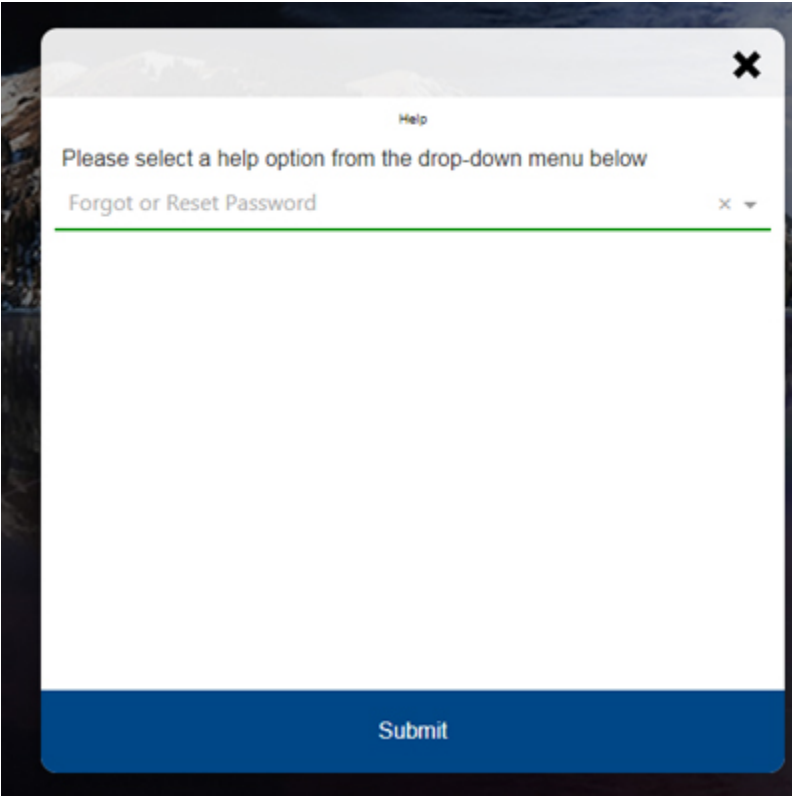


2) Click "Forgot Username or Password".



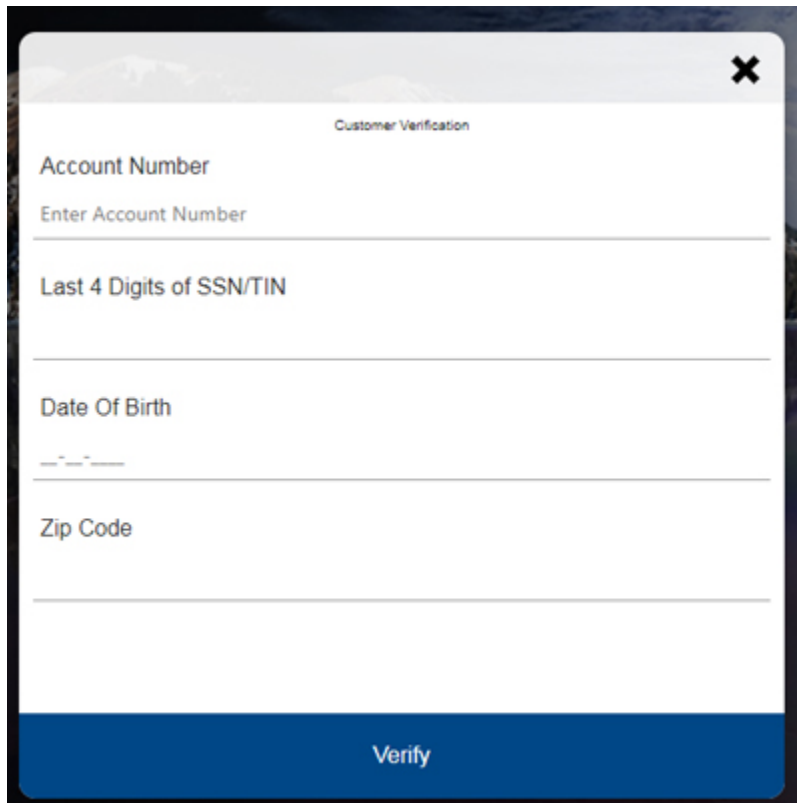
A screenshot of a login form. At the top center is a purple logo. Below it are two input fields: "Username" and "Password". To the right of the "Username" field is a "Save" toggle switch. Below the "Password" field is a link "Forgot Username or Password" which is circled in red. Below that is the text "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"



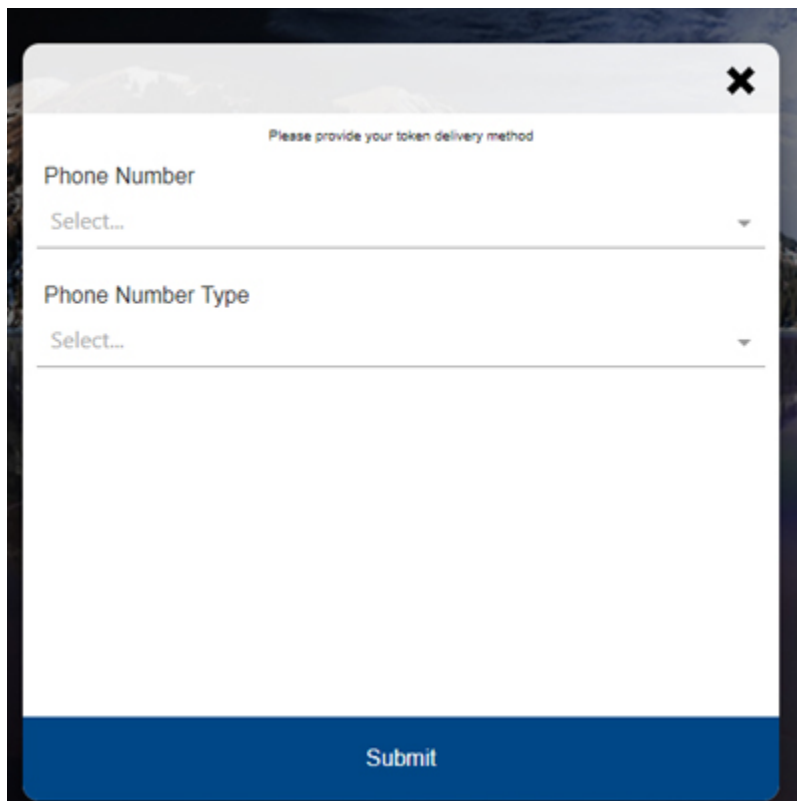
A screenshot of a help dialog box. At the top right is a close button (X). Below it is the text "Help". The main text says "Please select a help option from the drop-down menu below". Below that is a dropdown menu with "Forgot or Reset Password" selected and highlighted with a green underline. To the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



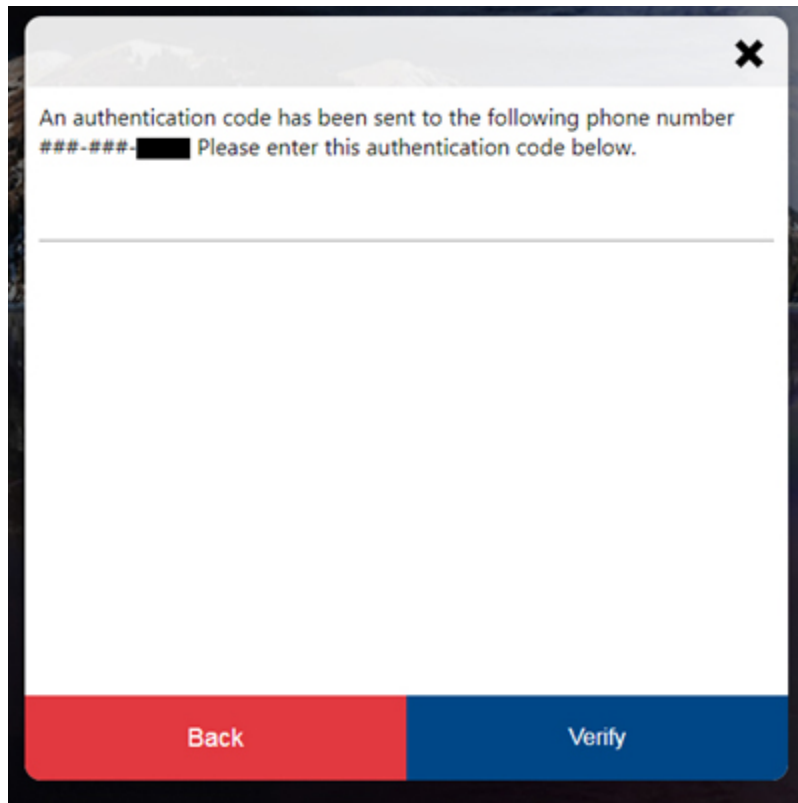
A screenshot of a mobile application form titled "Customer Verification". The form has a close button (X) in the top right corner. It contains four input fields: "Account Number" with a placeholder "Enter Account Number", "Last 4 Digits of SSN/TIN", "Date Of Birth" with a placeholder "--/--", and "Zip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

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



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

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

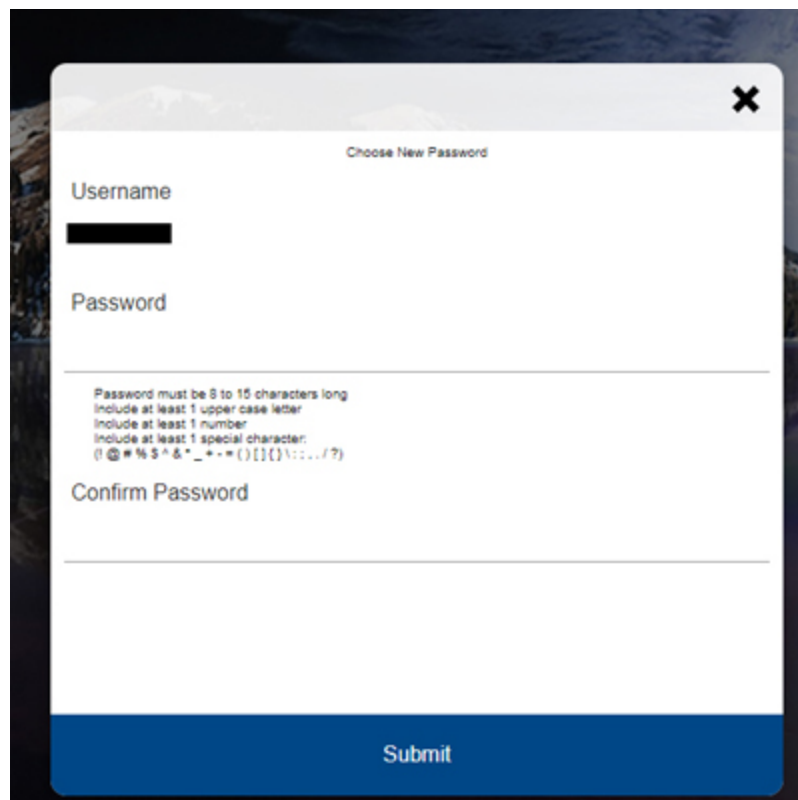


An authentication code has been sent to the following phone number  
###-###-███ Please enter this authentication code below.

Back Verify

This is a mobile application screen for entering an authentication code. At the top right is a close button (X). The main text area contains a message: "An authentication code has been sent to the following phone number ###-###-███ Please enter this authentication code below." Below the message is a large, empty white rectangular area for text input. At the bottom of the screen, 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". At the top right is a close button (X). The screen contains three input fields: "Username" with a blacked-out value "███", "Password", and "Confirm Password". Below the "Password" field, there are password requirements: "Password must be 8 to 15 characters long", "Include at least 1 upper case letter", "Include at least 1 number", and "Include at least 1 special character: ( ! @ # % \$ ^ & \* \_ + = ( ) [ ] { } \ | : ; ' , . / ? )". At the bottom of the screen is a blue "Submit" button.

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

