

Digital Banking – Forgot Login ID

If you forget your Login ID, don't panic. We can help! Here's how to find it again.

Step 1: Navigate to the Login Page using your app or browser

• Click the link at the bottom for "Forgot Login ID"

 FEDERAL CREDIT UNION ®
Login ID
Password
Remember me
Log In
 Forgot your password?
Enroll Forgot Login ID Unlock Password Contact Us Locations Privacy Policy

Step 2: Click Forgot Login

• Choose Forgot login near the top. The Unlock User tab will not help you in this situation.

Unlock User Forgot Logir	ery
Please verify your identity an	d we will securely send you your User ID.
Last Name:	Social Security Number:
Date of Birth:	Zip:
Please select a target to send	a username to (must be on file in online banking):

(continued on next page)



Step 3: Enter your information & Select a target

• Enter your last name, Social Security Number, Dat of Birth, and Zip Code. Then select how you want to receive your forgotten login ID, and enter your Mobile Phone Number or Email Address and hit continue.

Unlock User Forgot Please verify your identi	Login ity and we will secure	ely send you your User ID.	
Last Name:		Social Security Number:	
Smith		•••••	٢
Date of Birth:		Zip:	
01/01/2001		-55555	
Please select a target to	send a usernam	file in online banking):	
Secure Access Email	4	of the in office softwire).	~
Secure Access Email:			

• You should see a Login Retrieval Success screen pop up. Click Go to Login.



Step 4: Check your email or wait for your call

• When you receive your Login ID, input it on the login page and get logged in.