

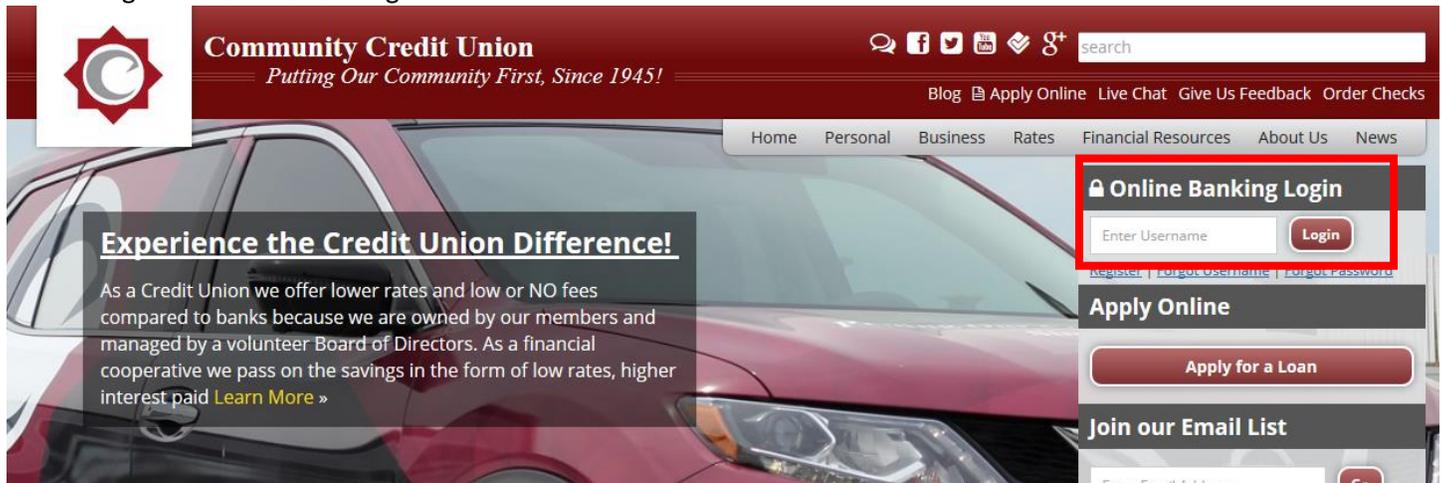
Community Credit Union encourages its members to utilize personal, complex passwords to access its Online Banking system. Passwords are required to be changed after 365 days of being created and established. We also suggest that members change their passwords at any time they feel it is necessary as a means to protect their banking information.

Passwords must always meet the following criteria:

- Is case sensitive
- Not be the same as your account number or username
- Be between 8 and 20 characters long
- Contain at least 1 lower case letter
- Contain at least 1 upper case letter
- Contain at least 1 number
- Contain at least 1 of these special characters ~!#\$%^&?*+=
- Not contain spaces or special characters outside of those listed above
- Not match any of your previously used passwords

CHANGING YOUR EXPIRED PASSWORD – When you attempt to sign onto Online Banking and your password has expired, it will automatically prompt you to change your password once you’ve used your expired credentials to login. Follow these steps to reset your expired password:

1. Sign onto Online Banking



2. Once you’ve entered your password and answered your security questions, when you password has expired it will prompt you to enter in your NEW PASSWORD then the same in the CONFIRM NEW PASSWORD box and click save. If you haven’t met the password complexity requirements and/or type incorrectly, an error message will appear.

Before Signing In – Your Password Must Be Changed

Username:

Set Up Password: [show password rules](#)

Confirm Password: confirm your password

Sign In to Home Banking

Welcome to Home Banking, please sign in.

1. Enter Username
2. > Enter Password
3. Answer Security Question
4. > Finish Setting Up
5. All Done!

3. Congratulations, you’ve successfully changed your password! *If you use CCU’s Mobile Banking App, you’ll be asked to re-enter your new password during your first attempt to sign on.*

CHANGING YOUR PASSWORD - Once you've signed into Online Banking to change your password, simply follow these steps:

1. Click on one of the two PROFILE tabs

Home Set Home **Profile** Messages • Welcome • Sign Out



2. In the I want to change ... box, click on PASSWORD

Home Set Home Profile Messages • Welcome • Sign Out



Profile Info

Scroll to : [Primary Contact](#) [Backup Contact](#) [Home Address](#) [Mailing Address](#)

Profile – Sign In Info [More details](#)

I want to change ...

- [Username](#)
- **[Password](#)**
- [Primary Contact Info](#)
- [Backup Contact Info](#)

3. Enter in your NEW PASSWORD then the same in the CONFIRM NEW PASSWORD box and click save. If you haven't met the password complexity requirements and/or type incorrectly, an error message will appear.

Home Set Home Profile Messages • Welcome • Sign Out



Sign In Info – Change Password

[Cancel](#)

New Password : [show password rules](#)

Confirm New Password : confirm your password

[Save](#) [Cancel](#)

I want to change ...

- [Username](#)
- [Password](#)
- [Primary Contact Info](#)
- [Backup Contact Info](#)
- [Home Address Info](#)
- [Work Address Info](#)
- [Mailing Address Info](#)

4. Congratulations, you've successfully changed your password! *If you use CCU's Mobile Banking App, you'll be asked to re-enter your new password during your first attempt to sign on.*