Mobile

1) Access the online banking app.
1a) Sign in with Pin, tap “Forgot Pin? Tap To Login”.
2) Tap Forgot Username or Password
3) Select Forgot or Reset Password from the drop down menu.
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.
5) Enter your desired cell phone number and phone number type (Text Message or Voice Message) from dropdown menus to receive authentication code.

<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Select...</th>
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<table>
<thead>
<tr>
<th>Phone Number Type</th>
<th>Select...</th>
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</table>
6) Enter the authentication code and tap verify.

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

[Image of a screen with options to click on Back or Verify]
7) Lastly, enter and confirm new password in lines below. (Review the password requirements) Then tap submit.

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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

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Submit

8) You should see the screen below and your password is updated.