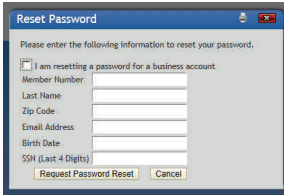


## HOW DO I RESET MY ONLINE BANKING PASSWORD?

*CSCU Members must have MultiFactor Authentication (security questions) set up prior to resetting passwords through CSCU Online.*

From the CSCU login screen, enter Login ID (member number). Click Login, and then *Forgot your password?*

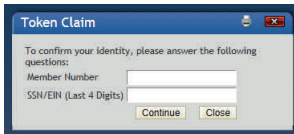
Enter the required information for the **primary member**: Member Number, Last Name, Zip Code, Email Address, Birth Date, SSN (Last 4 Digits) and click on Request Password Reset.



A token is sent to the email address. **The token expires in 30 minutes.**

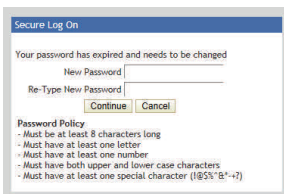
Check email provided for message titled *PASSWORD RESET TOKEN* from [cscutx@nmail.cunetbranch.com](mailto:cscutx@nmail.cunetbranch.com). Click on the link in the email to be redirected back to CSCU Online login.

Enter Member Number and last 4 digits of primary member's SSN. Click Continue.



A temporary password is generated and will appear in a TOKEN CLAIM window. Write the password down or highlight the temporary password, right click, and copy. Click Close.

Enter Login ID (member number). Click Login. Enter temporary password, or right click and paste, and click login. A box will appear to change your password. Choose a new password that is at least 8 characters in length, contains one uppercase letter, one lowercase letter, one number and a special character. Click Continue.



The password has been changed successfully! A confirmation email will be sent to the email address on file.