

Existing Users: First Time Logging In

Getting Started with the New Digital Banking Experience

To access the upgraded experience, Online Banking users must visit OrlandoCreditUnion.org.

Mobile Banking users with an Android device will need to download and install the enhanced mobile app from the Google Play Store.

Mobile Banking users with an Apple iPhone will need to update their existing mobile app to the latest version.

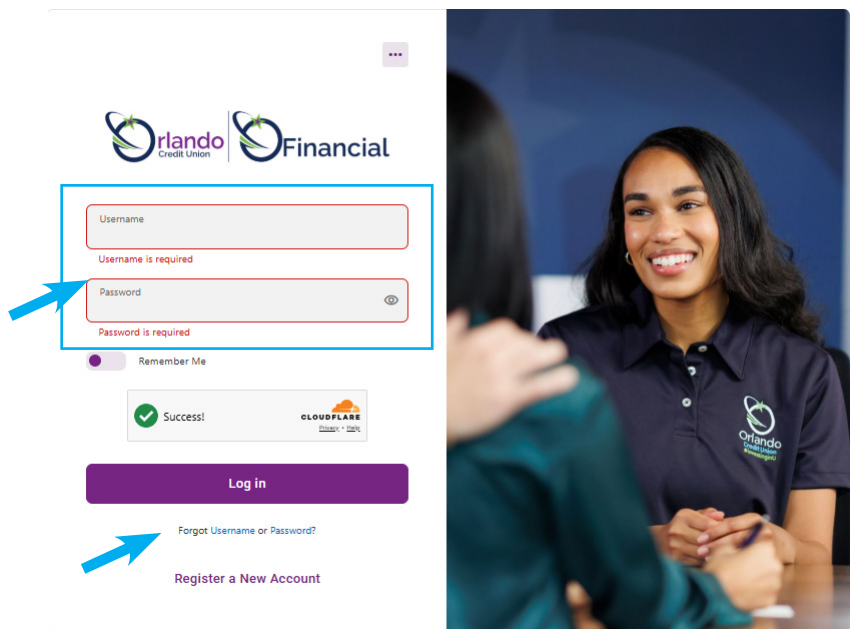
For enhanced security, all existing online and mobile banking users will be required to create a new password before accessing the new digital banking experience.

First-Time Login Steps

Open the mobile app or visit online banking.

At the login screen, either:

- Sign in using your **current username** and password or
- Select “Forgot Username/Password”



STEP 1

This disclosure explains how we help you reset your online banking password and the steps you should take to protect your account during and after the reset process. By using the Forgot Password feature, you agree to follow the security procedures described below.

Verification and Security
To reset your password, you may be asked to verify your identity using information already associated with your account, such as your username, email address, phone number, security questions, one-time passcode, or other authentication method. We will never ask you to provide your full password by email, text message, or phone call.

Password Reset Link or Code
If a password reset link or one-time code is sent to you, it is intended only for your use and may expire after a limited period of time. Do not share the link, code, or any authentication information with anyone. If the link or code

☒ I Agree

Continue

Review the “Reset Your Password”
Select “Agree” and click “Continue.”



STEP 2

Select “Reset My Password”

I Want To

Reset my password

Choose this if you're an individual or a business and forgot your password

Reset my business sub user password

Choose this if you are a business sub user and you forgot your password

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STEP 3

Resetting Your Password

To reset your password, you must verify your identity using personal information that matches the information we have on file. You will also need to enter your existing username.

Reset Your Password

Where should we send a temporary password?

If you would like to use a different contact method, please call OrlandoCU at 407-835-3500.

☐ EMAIL

☐ SMS

☐

☒

☐

☐

Cancel

Continue

STEP 4

Enter the temporary code received to proceed to reset your password.

Step 3 of 5

Verify Your Identity

The following information is used to verify you have an account with us and that you are the owner of the account. We match your answers against our records.

Username

Last Name

Social Security Number



Date of birth

mm/dd/yyyy

After entering your personal identification information, you'll be asked where you'd like to receive a temporary password. Choose either the email address or mobile phone number associated with your account.

STEP 5

Once temporary code has been entered you'll be able to create your new password.

Password Requirements:

- Minimum of 12 characters
- At least one lowercase letter
- At least one uppercase letter
- At least one number
- At least one special character

After creating your new password, you'll be ready to access your upgraded digital banking experience.

Create your password

Your password must be at least twelve characters in length, contain at least one lowercase letter, at least one uppercase letter, at least one special character, and at least one number.

 Password *



 Confirm Password *

