

Changing Your Password via the Website

1) Once your online password has been reset to the last 4 of the primary account holder's social security number, go to <https://1streetcu.com/>. Click on It's Me 247.

The screenshot shows the homepage of 1st Street Credit Union. At the top, there is a navigation bar with links for Home, Staff, Information Center, Loans, Products & Services, E-Services, and Privacy Notice. Below the navigation bar is a large banner for "BECOME A MEMBER" with the tagline "Share the benefits with your family!". To the right of the banner is a search bar and a Facebook social media link. Below the banner is a "News" section with a headline "New Phone System" and a sub-headline "Posted on January 11, 2021 in News". To the right of the news section is a "Need help? Click the icon below" section with a "LIVE HELP" button. At the bottom right, there is a "Main Street - Reorder Your Checks Online" link. A yellow box with the text "Click on It's Me 247" has an arrow pointing to the "It's Me 247" button in the top right corner.

2) Enter your username and the last 4 of the primary account holder's social security number, click login.

The screenshot shows the "Secure Online Banking login" page. The page has an orange background and a lock icon. The text reads "Secure Online Banking login" and "If you have not set up your username, please enter your member number." There is a "PIB Personal Internet Branch protected" logo. Below the text are two input fields: "Username:" and "Password:". A yellow box with the text "Enter Member ID" has an arrow pointing to the Username field. A yellow box with the text "Enter Last 4 of SS#" has an arrow pointing to the Password field. Below the input fields is a blue "Login" button and a "Forgot Password" link. A yellow box with the text "Click Login" has an arrow pointing to the Login button.

3) Once you have entered the login information, you will be prompted to answer one of your selected security questions.

Secure Online Banking login

Welcome [blurred name]

Who is your favorite sports team?

Answer Question

Click Login

If you don't know the answer you can select another question

Change question

Login

Cancel

Page will timeout in 4:48

4) Change password

1st Street Credit Union

LOGOUT

It's Me 247 Online Banking

Change My Password

What are the requirements for my password?

- ✓ Your password must be at least 8 characters long, and you can use up to 256 characters.
- ✓ Combine at least three out of the following four choices: upper case letter, lower case letter, number, and a special character.
- ✓ A special character is any one of the following: `~!@#%&*()_+}{|:;'/<.>.\-
- ✓ Your password is **case sensitive**.
- ✓ Your Online Banking password is **not** the PIN used for voice access.

Type your new password:

Retype your new password:

Change My Password

Helpful Hints for Safe Passwords

- Make each new password completely unique; do not use a previous password.
- Passwords should not be similar to your account number.
- Do not create a password using personal information that is not secret, such as a child's name, birthdate or pet's name.
- Passwords should not read the same backward and forward. For example, don't use "123321" or "MADAM" because it reads the same backward and forward.

Page will timeout in 4:44

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Enter New Password

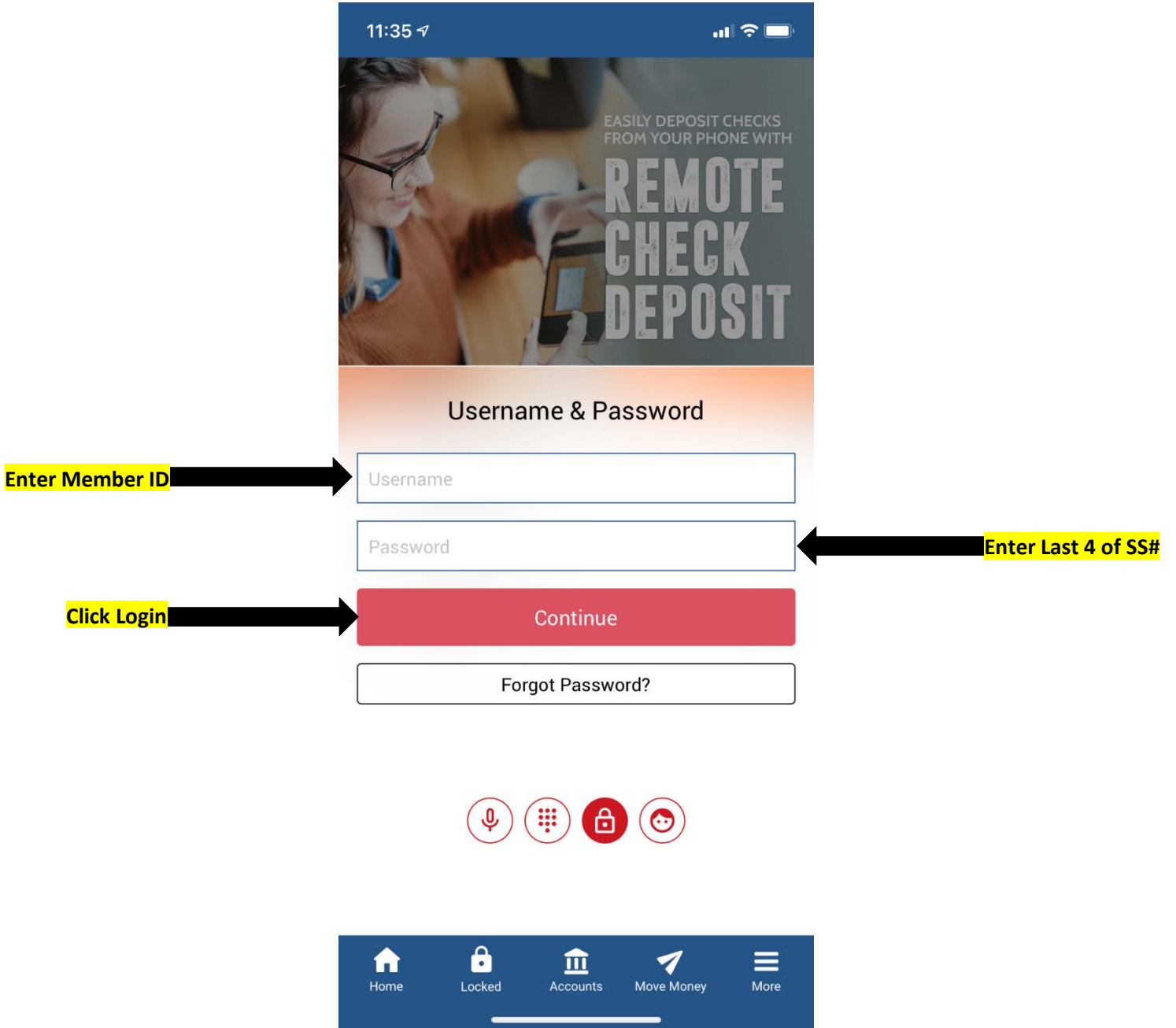
Enter New Password

Click Change My Password

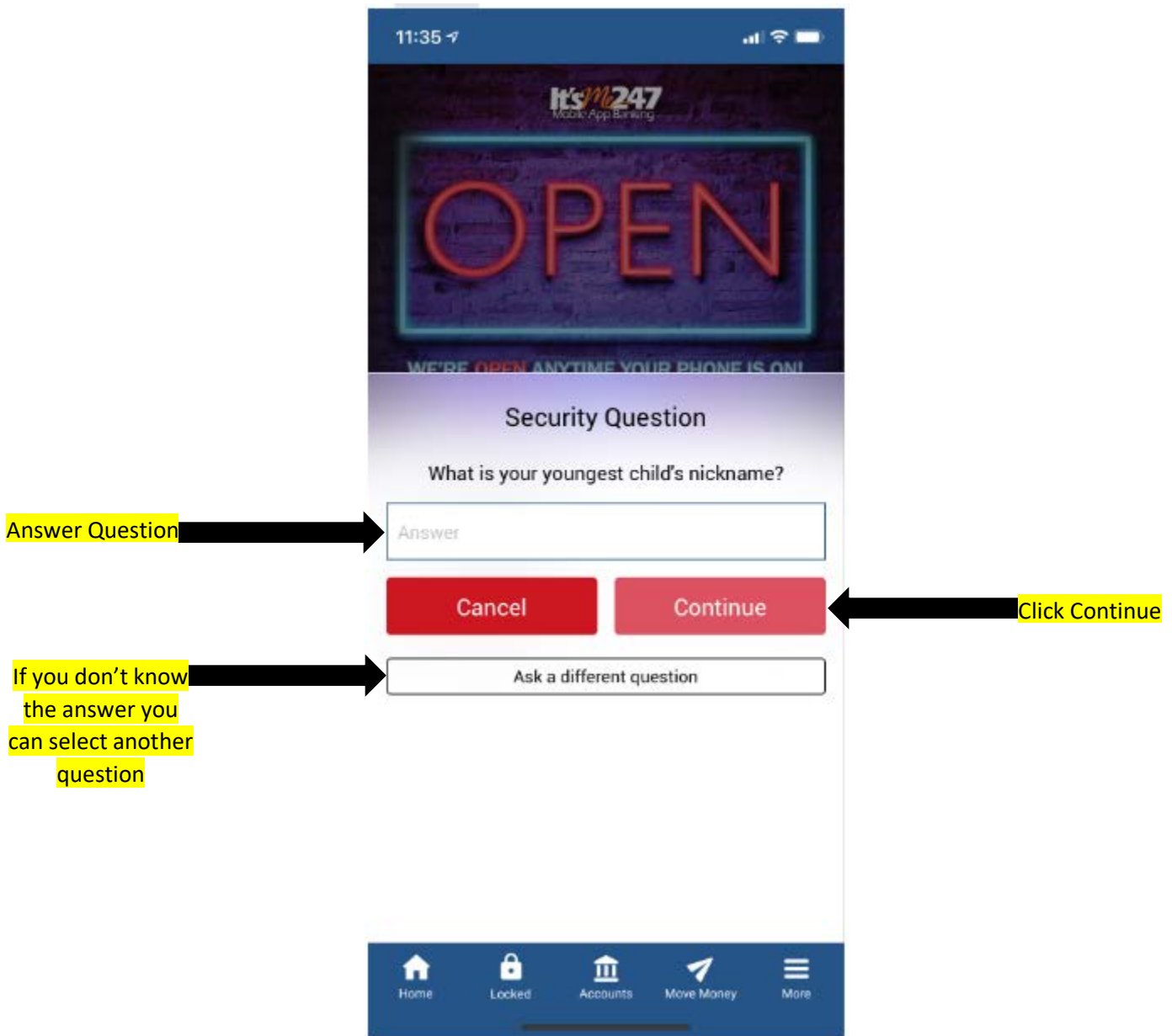
5) Once the password is changed you will have access to your accounts.

Changing your password via Mobile App

1) Once you have the App opened, enter your member ID, temporary password (Last 4 numbers of primary members social security number), and click login.



2) Next you will be prompted to answer a security question. Answer the questions and click continue. If you don't know the answer to the question, click ask a different question.



3) Lastly, enter a new password twice and click continue.

11:35

Create your new password

Password Guidelines

- Passwords are case sensitive
- Must be between 8-256 characters in length
- Can use both letters and numbers
- Only the following special characters are allowed:
`!@#\$%&*()-_+={}';<.>/?`
- **Must have combination of at least 3 out of the 4 complex password requirements**

Complex Passwords Requirements

Safe Password Tips

New Password

Enter New Password →

Re-enter New Password

Enter New Password →

Cancel Continue ← Click Continue

Home Locked Accounts Move Money More

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