



## Online /Mobile Banking Username and Password Reset

### What if I forgot my Online/Mobile Banking Username?

Most members can use our self-service option to reset their Username or Password. If you have multiple logins for Online/Mobile banking, this feature will not work for you and you should contact Freedom for assistance.

### What information do I need to have to reset or recover my Username or Password for Online/Mobile Banking?

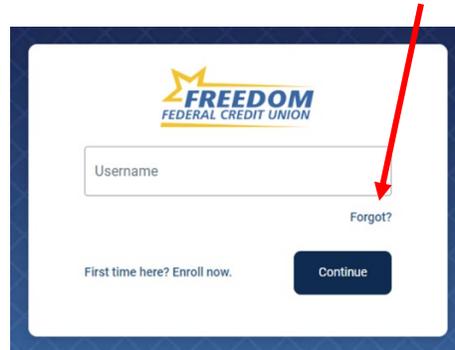
- *Full Social Security number*
- *Member Number* (this will range from 4-6 digits, depending on how long you've had your account open with Freedom)
- Email address

*\*Italicized information listed above needs to match what is on file with Freedom.*

### How do I reset my reset or recover me Username or Password in Online/Mobile Banking?

The reset steps are very similar for Online and Mobile Banking.

- 1) From the login screen in your browser or app, click *Forgot?*.



- 2) Provide all information as requested on the Account Recovery screen.

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### Account recovery

We need this info to verify your identity.

Social Security number

*EIN and ITIN are also accepted*

Account number

[Need help?](#)

Next

- 3) You will be prompted to complete Two-Factor Authentication by entering a verification code. The code can be sent by SMS Text, automated phone call or by using an authentication app called Authy. For more details on authentication methods, click [here](#). Enter the code provided and click **Verify**.

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### Enter verification code

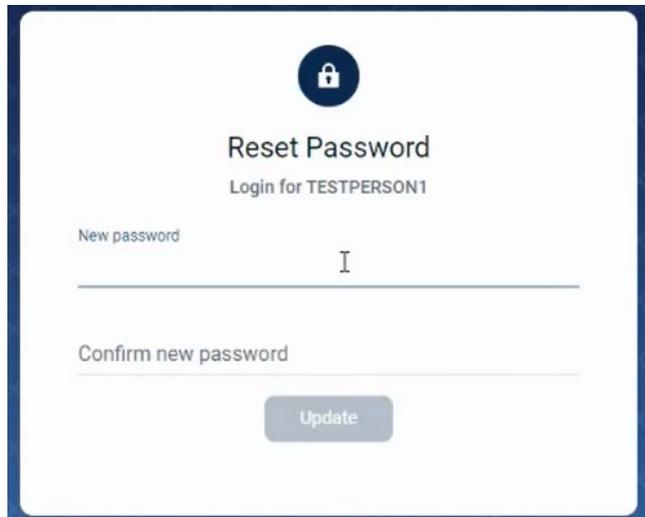
We sent a code to .....49. If you have the Authy app installed you can get your code there.

Enter code

Verify

Didn't receive a code?  
Resend or Try another way

- 4) Your Username will display on the screen. Set and confirm a new password and click **Update**. **Continue to step 5 if resetting on a mobile device.**

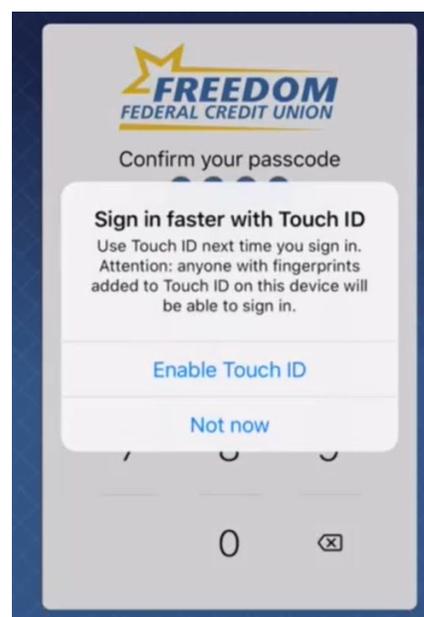


A screenshot of a web form titled "Reset Password" with a lock icon. Below the title is the text "Login for TESTPERSON1". There are two input fields: "New password" and "Confirm new password". An "Update" button is located at the bottom of the form.

- 5) For Mobile Banking you will be prompted to set and confirm a four-digit passcode for future use. You may also opt to Enable Touch ID if your device is equipped with that functionality. Your four-digit passcode or Touch ID will be required for future logins from your mobile device.



A screenshot of a mobile app screen for "FREEDOM FEDERAL CREDIT UNION". The text reads "Create passcode for this device" above four empty circles. Below is a numeric keypad with digits 1-9 and 0, and a clear icon.



A screenshot of a mobile app screen for "FREEDOM FEDERAL CREDIT UNION". The text reads "Confirm your passcode" above three empty circles. A white box contains the text "Sign in faster with Touch ID" and "Use Touch ID next time you sign in. Attention: anyone with fingerprints added to Touch ID on this device will be able to sign in." Below the box are two buttons: "Enable Touch ID" and "Not now". A numeric keypad is partially visible at the bottom.

***\*Reset is complete and you should be able to view your account Dashboard.\****