



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?

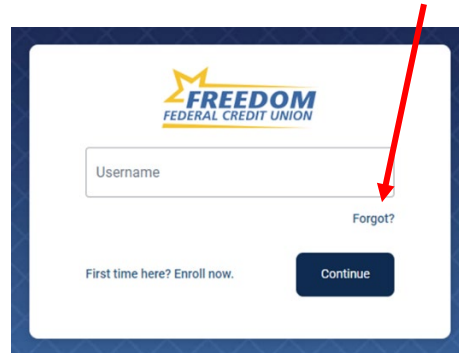
- *Full Social Security number*
- *Member Number* (this will range from 4-6 digits, depending on how long you've had your account open with Freedom)
- Email address

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

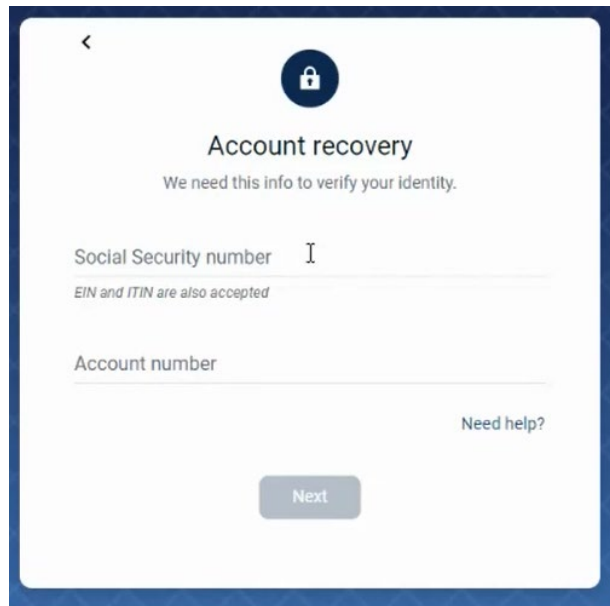
How do I reset my reset or recover me Username or Password in Online/Mobile Banking?

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

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

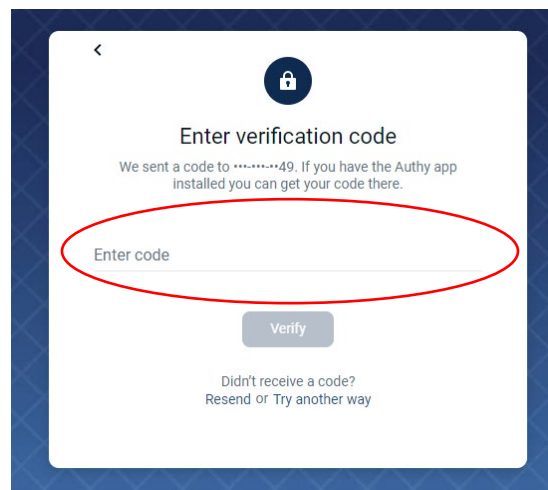


- 2) Provide all information as requested on the Account Recovery screen.



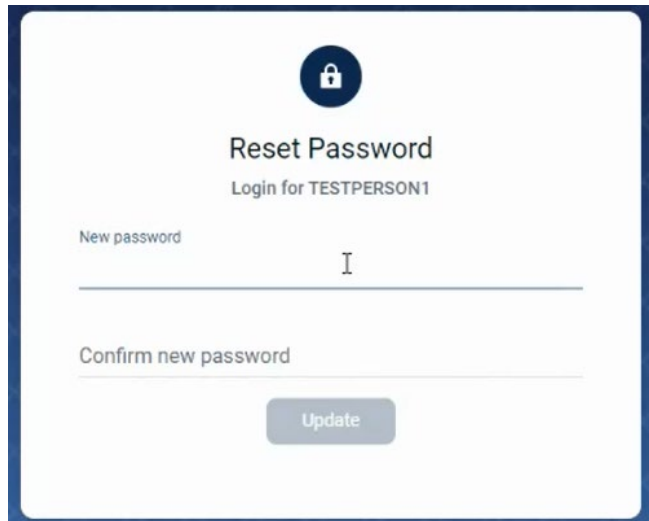
The image shows a mobile application screen for account recovery. At the top, there is a back arrow and a lock icon. The title is "Account recovery" with the subtitle "We need this info to verify your identity." Below this, there are two input fields: "Social Security number" and "Account number". The "Social Security number" field has a cursor and a note below it that says "EIN and ITIN are also accepted". To the right of the "Account number" field is a link that says "Need help?". At the bottom center is a "Next" button.

- 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**.



The image shows a mobile application screen for entering a verification code. At the top, there is a back arrow and a lock icon. The title is "Enter verification code" with the subtitle "We sent a code to49. If you have the Authy app installed you can get your code there." Below this is an input field labeled "Enter code" which is circled in red. At the bottom center is a "Verify" button. Below the button is the text "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.**

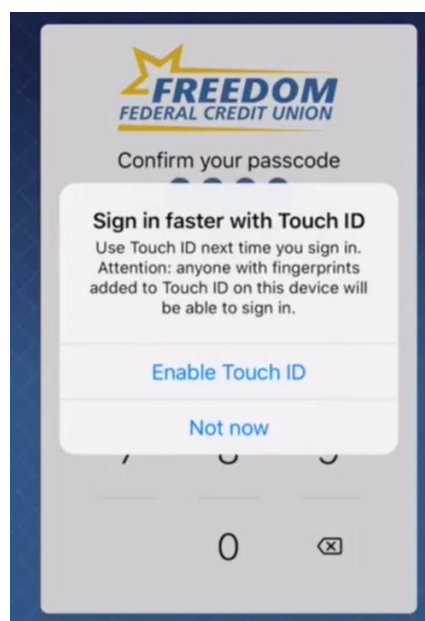


The image shows a web form titled "Reset Password" with a lock icon at the top. Below the title, it says "Login for TESTPERSON1". There are two input fields: "New password" and "Confirm new password". An "Update" button is located at the bottom of the form.

- 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.



The image shows a mobile screen with the "FREEDOM FEDERAL CREDIT UNION" logo at the top. Below the logo, it says "Create passcode for this device" followed by four empty circles. A numeric keypad is displayed below, with digits 1-9 and 0, and a clear button (X).



The image shows a mobile screen with the "FREEDOM FEDERAL CREDIT UNION" logo at the top. Below the logo, it says "Confirm your passcode" followed by four empty circles. A white box is overlaid on the screen with 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 visible at the bottom of the screen.

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