How to Reset or Change Your Password
Online Banking

Have you forgotten your password? No need to wait for Credit Union business hours, reset your password now using our Password Self-Reset.

NOTES Prior set-up of a Password Reset Question and Answer is required to utilize the Reset Password link.

For optimal user experience, enrollment should be completed from a desktop/laptop computer.

Enter your CU Online ID in the Online Banking login section of the homepage, and click Login.

Step 1:
Click the Reset Password link

Step 2:
Enter the following:
- Your CU Online ID
- Primary Account Owner's Date of Birth (mm/dd/yyyy)
- Primary Account Owner's SSN (no dashes)
- The email associated with your CU Online ID
- E-Mail Subject - Enter text to be displayed in the Subject Link of the email we will send to you. This text will indicate to you that the email from noreply@tronavalley.com is legitimate and you can proceed with your Password Reset.

Click **Continue**

Step 3:
Check your email for a message from noreply@tronavalley.com.
Click the link in the email to be redirected to your web browser to finish resetting your password.

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TRONA VALLEY
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Step 4:
Enter your CU Online ID
Enter the answer to your Password Reset Question.

Click **Continue**

Password Self Reset

Please enter your CU Online ID *

Please enter your answer for What is your favorite vacation spot?: *

Continue **Cancel**

Step 5:
Enter a new Password
Reenter your new Password

Click **Submit**

Password Self Reset

Please enter a new Password: *

Reenter your Password: *

Password Rules
Must be between 8 and 20 characters in length
May contain: !"#$%&()+-,/;=?[\]`{}*
Must contain at least 2 numeric characters
Must contain at least 1 special character
Cannot match or include your CU Online ID

Submit **Cancel**

Step 6:
You will receive a confirmation message indicating your password has been changed successfully.

Click **Go to Login Page**

Password Self Reset

Your Password has been changed successfully.

Go to Login Page **Close Browser**

Your Password Reset is now complete!

If you have Questions, Comments, or Concerns,
Please call us at 800-331-6268