

## 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:	Login to CU Online 🔹 🕼 Welcome to CU Online - This site is intended for authorized users only.	
Click the Reset Password link	To sign u CU Online F	p for CU Online, click "Enroll Now" or contact us at (800)331-6268. Online ID: Asseword: Reset Password
		Login
Step 2:	Password Page Self Reset	
Enter the following:	Please enter your CU Online ID	
Your CU Online ID	Date of Birth of Primary	
• Primary Account Owner's Date of Birth (mm/dd/yyyy)	Social Security Number of Primary	SS#, no dashes, no spaces
Primary Account Owner's SSN (no dashes)	E-mail Address on file	
• The email associated with your CU Online ID	E-mail Subject	What's this
• E-Mail Subject - Enter text to be displayed in the		Cancel Continue
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		

## 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.

proceed with your Password Reset.

## Password Page Self Reset 🛛 📀

Thank you. You will receive an email shortly with instructions on how to reset your Password

 noreply@tronavalley.com
 ● Toni Nolan
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 Password Self-Reset
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 You have requested that your CU Online Password be restored. To confirm this request, please <u>click here</u>.
 This link will be valid for 2 hours.



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Step 4: Enter your CU Online ID Enter the answer to your Password Reset Question. Click Comme	Password Self Reset   Flease enter your CU Online ID *  Please enter your answer for What is your favorite vacation spot7: *  Continue Cancel
Step 5: Enter a new Password Reenter your new Password Click	Password Self Reset     Password Rules       Please enter a new Password: *     Must be between #Skaty.ord; "("""""""""""""""""""""""""""""""""""
Step 6: You will receive a confirmation message indicating your password has been changed successfully. Click Cotologin 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