



Having trouble logging into your Internet Banking account?

Here are some helpful hints...

IF THIS IS YOUR FIRST TIME LOGGING IN...

If you opened your account BEFORE 11/01/2014 (pre-conversion)...

- Your logon id is your **FULL** account number**
- Your password is the last 4 of your Social Security Number**

If you opened your account ON OR AFTER 11/01/2014 (post-conversion)...

- Your logon id is your **FULL** account number**
- You were sent an email shortly after opening your account that contained an Internet Banking password. If you cannot find the email or have become locked out of your account please call the credit union at (757)838-0707 to have it reset**

IF THIS IS NOT YOUR FIRST TIME LOGGING IN...

If you are receiving a message that says that your account is "disabled" or that your password is incorrect please call the credit union at (757)838-0707 to have your account reset.

