# How to Reset Your Password - Desktop

If you don't remember your Online Banking password, you can take the steps below to reset it yourself. If you run into issues or need assistance, call us at **800.562.5515**.
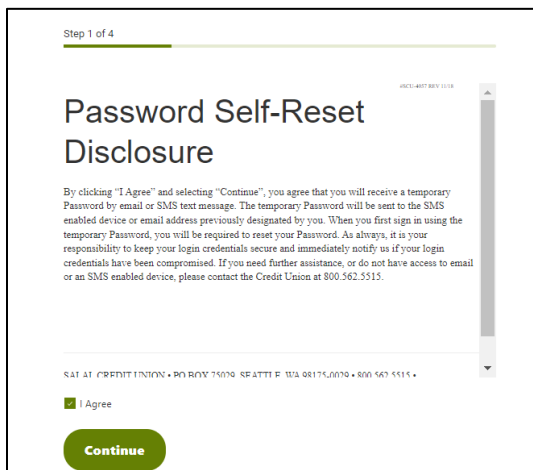
## Select the "Forgot Password?" Link

For Online Banking, go to our homepage at **SalalCU.org** and find the Online Banking login box on the upper right. Select the **Forgot Password?** link toward the bottom of login box.



## Accept Disclosure

Read the Password Self-Reset Disclosure. When you're ready, check the **I Agree** box and click the green **Continue** button.

## Enter Identifying Information

Input the required information that pertains to your identity and account. This information must match what Salal currently has on file for you. Once completed, click the green **Continue** button.

Step 2 of 4

### Verify your identity

Enter the information below to verify your Salal Credit Union account. Your account number can be found on your monthly statement or account agreement. DO NOT include the zeros at the beginning of your account number. Business Banking users please enter your business TIN/EIN number instead of your SSN. For your security, you will be locked out of the system after 3 invalid attempts.

Username

Email

Personal - Use SSN <Br> Business - Use TIN/EIN                                              👁

Zip Code

Continue

## Password Reset Method

Select the method you would like a verification code sent to for resetting your password.

Step 3 of 4

## Password reset method

**SMS Text**
A one-time code will be sent to your mobile phone.

**Time-Based One Time Passcode**
A one-time passcode generated on your security application.

**Email**
A one-time code will be sent to your email address.

**Voice Call**
You will get a call that reads a one-time code to you.

Continue

Input the verification code proved and click **Verify**.

Step 4 of 4

## Verification code

Enter the 6 digit time-based one time passcode from your security application.

Enter Code

Enter Code Shown In Your Two-Factor Authentication App

Change method

Verify

## Password Change

Next you will create a new password. Your new password must be at least eight (8) characters in length and contain at least:

- One lowercase letter
- One uppercase letter
- One number
- One special character

***Note:*** your password cannot contain your account number or Social Security number.

Enter your new password and confirm the new password.

### Create your password

Please create a new password to continue. Your password must have a minimum of eight (8) characters and include at least one (1) of each of the following

- Uppercase letter
- Lowercase letter
- Number
- Special character (ex. !, ?, -, #)

🔒 Password *                    👁

🔒 Confirm Password *            👁

## Need Help? Give Us a Call

If you have questions or need further assistance, feel free to call our Virtual Branch at **800.562.5515**.