Login Messaging & Password Reset
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Member Password Reset Process

Self Service
Step 1: Selects Forgot Password
If a member forgets their password (or has their password disabled), they can change or reset it without calling the credit union.

Step 2: Confirm Password Reset
The member will be prompted to enter their username or account number.

Step 3: Identity Verification
To verify the member's identity, they must answer all three security questions before being able to create a new password.
Step 4: create new password

To complete the password reset process, the member will be prompted to create a new password. *Members can use a previous passwords.*
Failed Password Attempt Lockout

3 incorrect attempts
Incorrect Password: 1st Attempt
If a member enters an invalid password, they are prompted to try again. A tip, forgot password button and the credit union contact link is presented.

Incorrect Password: 2nd Attempt
After a 2nd failed attempt, the member is warned that 1 more failed attempt will disable their password. A tip, forgot password button and the credit union contact link is presented.
Incorrect Password: 3rd Attempt

Finally, after a 3rd failed attempt, the password has been disabled and the member is presented with options to reset their password.

Self Service Password Reset

User can recover their account by doing a password reset.
Failed Security Question Lockout

3 incorrect attempts
Incorrect Security Question: 1st Attempt

Incorrect Security Question: 2nd Attempt

After a 2nd failed attempt, the member is warned that 1 more failed attempt will disable their account and a tip warning explaining they will have to call the credit union.
Incorrect Security Question: 3rd Attempt

After the 3rd attempt, the member is notified their online access has been disabled for security reasons and a button is presented to contact their credit union. There is no self-service option for resetting security questions.