



Desktop Forgot Username

Recovering a forgotten username allows you to securely recover your username and login to the online banking platform.

Forgot Username Step-by-Step

Use the following steps to recover your username.

Step	Action
1	Click the Forgot your username or password? hyperlink at the bottom of the screen.
2	Click to select the Personal Account radio button (circle icon).
3	Click the I Don't Know My Username button at the bottom of the screen.
4	Click to select either the Email or Phone Number radio button (circle icon) to receive your Username.
5	Click and enter either a 10-digit Phone Number or an Email Address in the corresponding field.
6	Click and enter your Member Number (account number) in the Member Number field.
7	Click the Send button.
8	Click the Return to Login button.
9	Check your email or phone for your recovered username.
10	Click and enter your Username in the Username field.
11	Click and enter your Password in the Password field.
12	Click the Log In button.