



Mobile Forgot Username

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

Forgot Username Step-by-Step

Use the following steps to recover your username.

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

