



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