

## NEW PASSWORD REQUIREMENTS:

- **Complexity:**
  - Minimum length: 8
  - Maximum length: 32 (spaces are allowed, but not at beginning or end of password/ phrase)
  - Must contain at least one upper-case letter
  - Must contain at least one lower-case letter
  - Must contain at least one number or one special character
  - Cannot match the Login ID.
  - Cannot contain the Login ID as part of its makeup
  - Cannot use your first or last name
  - Cannot contain the word "Fiserv" in any upper- and/or lower-case combination
  - Cannot contain the word "password" as part of its makeup
  - Cannot contain the last 5 previously used passwords.
- **Special Characters Allowed in Passwords:** The following special characters are allowed as part of the overall content of a valid password:
  - ! - The exclamation point.
  - # - The pound/number/hashtag sign.
  - \$ - The dollar sign.
  - % - The percent sign.
  - \_ - The underscore.
  - -- - The dash.
- **Spaces:** Blank spaces in the password are allowed (excluding at the beginning or end of the password/phrase). Blank spaces are considered in the length of the password. Spaces are not considered as a special character.



## UPDATES REQUESTED UPON LOGIN:

- **Upon login you may be asked to validate your Email Address**
- **Upon login you may be asked to add new Challenge Questions**
  - Answers to challenge questions must contain at least 6 characters and cannot repeat

Update Answers to Challenge Questions	
Challenge Question 1	<input type="text" value="In what city were you born?"/> <input type="button" value="v"/>
Answer	<input type="text"/>
Challenge Question 2	<input type="text" value="What is the name of your favorite school teacher?"/> <input type="button" value="v"/>

## STEPS TO CHANGE YOUR PASSWORD:

1. Log in to Online Banking
2. Choose **Member Options**.
3. Select **Change Password**.
4. Complete the **Current Password**, **New Password** and **Confirm Password** fields.
5. Click **SUBMIT**.
6. Note that your password was successfully changed.

Update Password	
The <b>Current Password</b> below is the password you've <b>just entered</b> to get to this screen. The other two fields ask for what you want your new password to be.	
Current Password:	<input type="password"/>
New Password:	<input type="password"/>
Confirm Password:	<input type="password"/>

Your password was successfully changed.

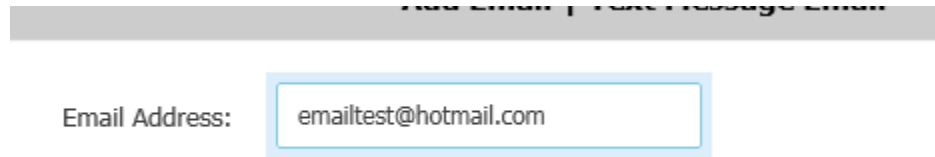
[Challenge Questions](#)  
[Password](#)

Instructions
Passwords must have the following characteristics: <ul style="list-style-type: none"><li>• Between 8 and 32 characters in length.</li><li>• At least 1 uppercase alphabetic character.</li><li>• At least 1 lowercase alphabetic character.</li><li>• At least 1 number OR 1 special character (!#\$%_-).</li><li>• Space(s) may be used but cannot be at the beginning or end of the password or phrase.</li><li>• Cannot be 1 of the previous 5 passwords.</li></ul> <b>NOTE:</b> Passwords are case-sensitive.

## STEPS TO ADD, UPDATE, AND VALIDATE YOUR EMAIL:

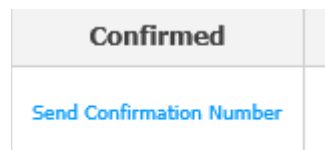
1. Log in to Online Banking
2. Choose **Member Options**
3. Choose **Email Address**
4. **If you have a current email address that does not have a Yes in the Confirmed column**, you will need to validate the address. **Go to step 7 for steps on validating your email address.**

5. If you have an **email address that is outdated**, click on the check box by the email to delete **and click on UPDATE**.
6. If you **do not have an email address**, when you click on Email Address you input your email address **and click on ADD**. **If you want to add another email address**, after you click on Email Addresses, click on the Add a new Email Address under the Options located to the right on the screen. **Then input your email address and click on ADD**.



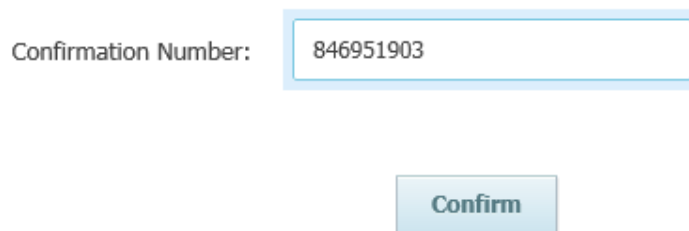
The screenshot shows a grey header bar with the text "Add Email | Edit Message Email". Below the header, the label "Email Address:" is followed by a text input field containing the email address "emailtest@hotmail.com". The input field has a light blue border.

7. You will then need to **Validate your email address**. Click on the Email Address again.
8. Click on Send Confirmation Number.



The screenshot shows a table with two columns. The first column has a header "Confirmed" and a row with the text "Send Confirmation Number" in blue. The second column is empty.

9. **You will receive an email from [Inquiry@waunafcu.org](mailto:Inquiry@waunafcu.org)** with the subject line Confirmation number. Copy and paste or type that number in the Confirmation Number field in online banking. Then click on **CONFIRM**.



The screenshot shows the label "Confirmation Number:" followed by a text input field containing the number "846951903". Below the input field is a blue button labeled "Confirm".

10. Your email address will now have a **Yes in the Confirmed column**. Now, in the event that you need to, you will be able to use the "I forgot my Password" tool.