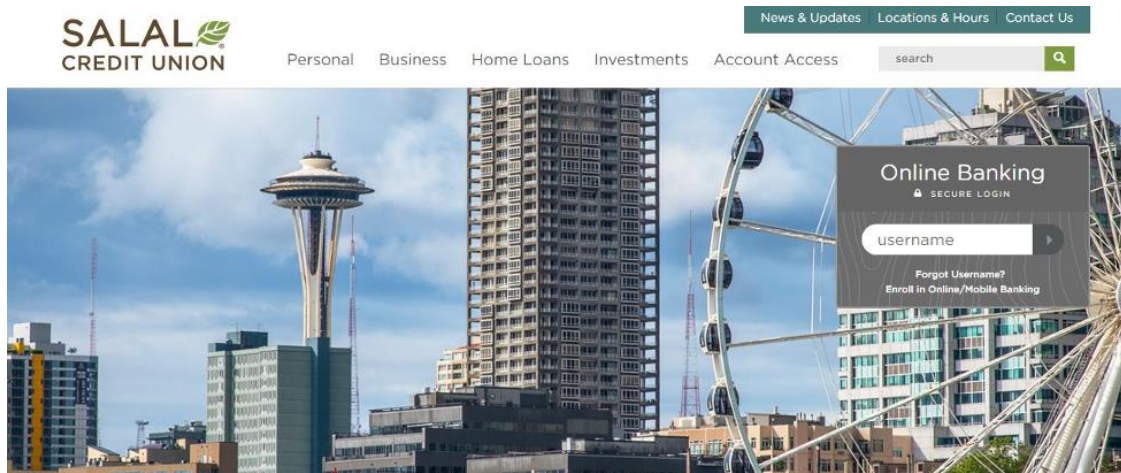


How to Reset Your Password

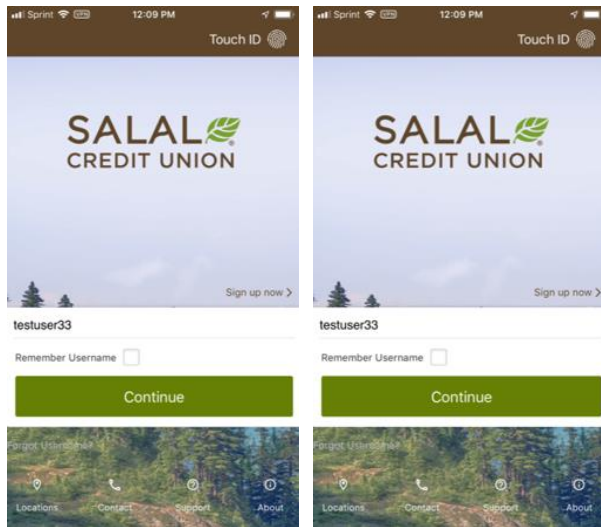
If you don't remember your Mobile and Online Banking password, you can take the steps below to reset it yourself. If you run into issues, call us at **800.562.5515**.

Enter Your Username

For Online Banking, go to our homepage at **SalalCU.org** and find the Online Banking login box on the upper right. Enter your username in the login box and press the green arrow.



In your Mobile Banking app, enter your username on the log in screen and select the green “**Continue**” button.



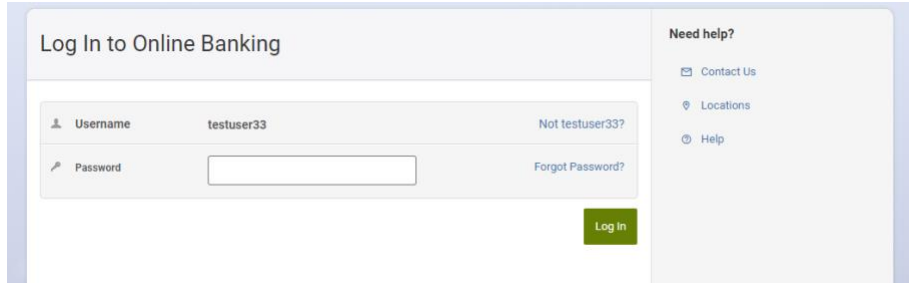
iPhone

Android

Password Reset

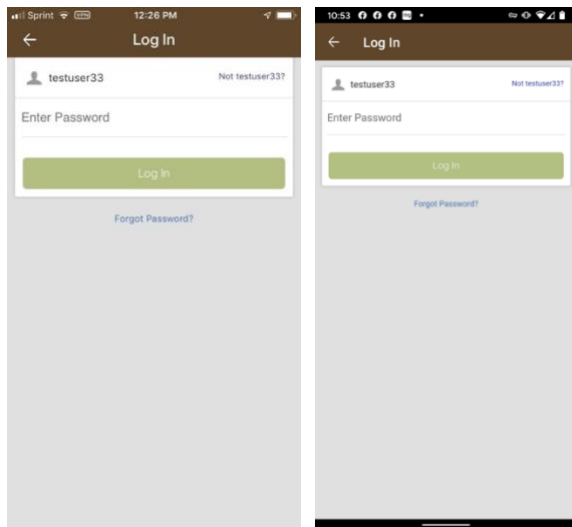
Click on “Forgot Password?”

If you're in Online Banking, click on “**Forgot Password?**” located just above the green “**Log In**” button.



The screenshot shows the 'Log In to Online Banking' interface. On the left, there is a login form with two fields: 'Username' containing 'testuser33' and 'Password' which is empty. To the right of the 'Username' field is a link 'Not testuser33?'. To the right of the 'Password' field is a link 'Forgot Password?'. Below the password field is a green 'Log In' button. On the right side of the page, under the heading 'Need help?', there are three links: 'Contact Us', 'Locations', and 'Help'.

If you are using the Mobile Banking app, select “**Forgot Password?**” below the green “**Log In**” button.



iPhone

Android

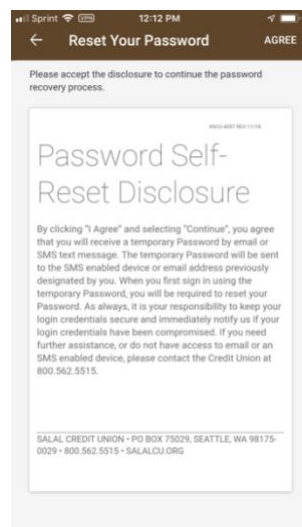
Password Reset

Accept Disclosure

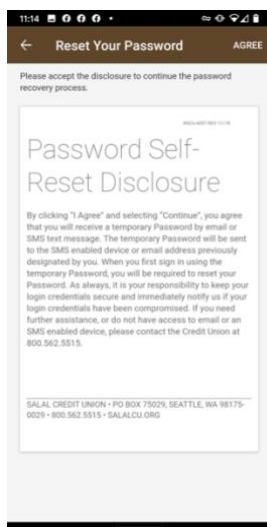
Read the Password Self-Reset Disclosure. When you're ready, check the **"I Agree"** box and click the green **"Continue"** button.

The screenshot shows a web browser window titled "Reset Your Password". The main content area displays a "Password Self-Reset Disclosure" with the following text: "By clicking 'I Agree' and selecting 'Continue', you agree that you will receive a temporary Password by email or SMS text message. The temporary Password will be sent to the SMS enabled device or email address previously designated by you. When you first sign in using the temporary Password, you will be required to reset your Password. As always, it is your responsibility to keep your login credentials secure and immediately notify us if your login credentials have been compromised. If you need further assistance, or do not have access to email or an SMS enabled device, please contact the Credit Union at 800.562.5515." Below the text is a checkbox labeled "I Agree" and a green "Continue" button. To the right, a sidebar contains the heading "Already have an account?" with a "Username" input field and a "Log In" button. Below that, under "Need help?", are links for "Contact Us", "Locations", and "Help".

If you are using the Mobile Banking app, when you've read the disclosure, click the **"AGREE"** text in the upper right of the screen.



iPhone



Android

Password Reset

Enter Identifying Information

Input the required information that pertains to your identity and account. This information must match what Salal currently has on file for you. Once completed, click the green “**Continue**” button.

Reset Your Password

Confirm Your Identity

The following information is used to verify you have an account with Salal Credit Union and that you are the owner of the account. We match your answers against our records. Fields marked with * are required and you must answer a total of 3 questions to continue. You will be locked out of the system after 3 invalid attempts.

Please DO NOT include leading zeros when entering your account number which can be found on your monthly statement. Also, for Business Online Banking users, please insert your business TIN/EIN number instead of your SSN.

UserName *

Member Number *

**Personal - Use SSN
Business - Use TIN/EIN *** show (No dashes please)

Zip Code *

Already have an account?

Username

Need help?

- [Contact Us](#)
- [Locations](#)
- [Help](#)

The screenshot shows the iPhone app interface for the 'Reset Your Password' screen. The title bar is dark with a back arrow and the text 'Reset Your Password'. The main content area is white and contains the same instructions and form fields as the desktop version. The form fields are arranged vertically: 'Member Number *', 'Personal - Use SSN Business - Use TIN/EIN *', and 'Zip Code *'. Below these are 'UserName *', 'Member Number *', and 'Personal - Use SSN Business - Use TIN/EIN *'. A green 'Continue' button is at the bottom, with 'Main Site' and 'Privacy & Security' links below it.

iPhone

The screenshot shows the Android app interface for the 'Reset Your Password' screen. The title bar is dark with a back arrow and the text 'Reset Your Password'. The main content area is white and contains the same instructions and form fields as the desktop version. The form fields are arranged vertically: 'UserName *', 'Member Number *', 'Personal - Use SSN Business - Use TIN/EIN *', and 'Zip Code *'. Below these are 'Member Number *', 'Personal - Use SSN Business - Use TIN/EIN *', and 'Zip Code *'. A green 'Continue' button is at the bottom, with 'Main Site' and 'Privacy & Security' links below it.

Android

Password Reset


Re-enter Your Username

For your security, enter your username once more and click the green “Log In” button.

Reset Your Password

Your temporary password has been sent to: (***)***-751 ☰




Please enter **your username** below to continue.

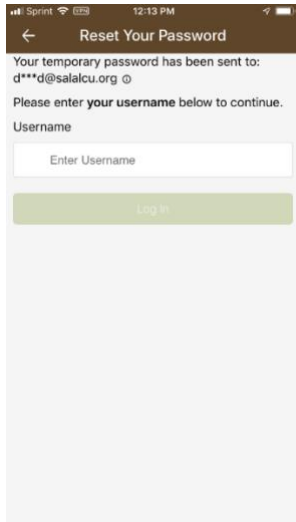
 Username

Already have an account?

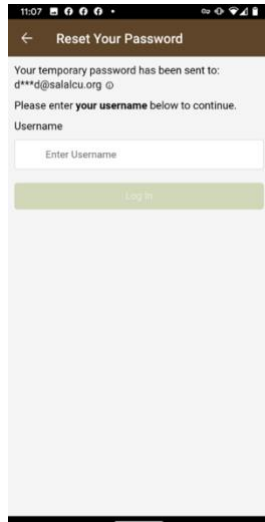
Username

Need help?

-  [Contact Us](#)
-  [Locations](#)
-  [Help](#)



iPhone



Android

Password Reset

Enter Your Temporary Password

Once you have your temporary password, enter it in the box and click the green “Log In” button.

Log In to Online Banking

Password Reset

It may take up to 5 minutes to receive your temporary password and it will expire 24 hours after it has been sent. If you received your password, please login below.

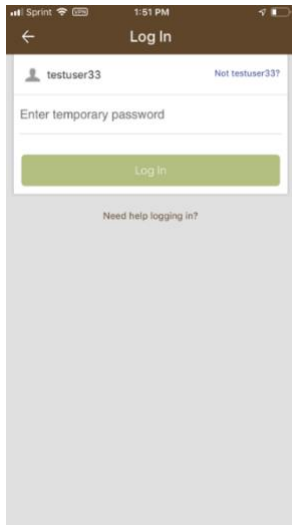
Password

[Reset Password](#)

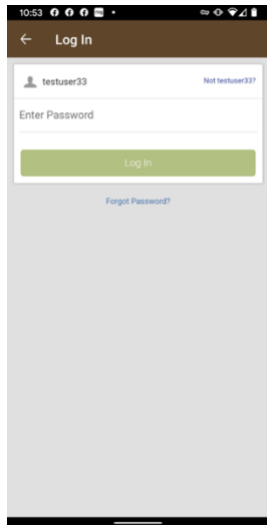
Log In

Need help?

- Contact Us
- Locations
- Help



iPhone



Android

Password Reset

Password Change

Next you will create a new password. Your new password must be at least eight (8) characters in length and contain at least:

- One lowercase letter
- One uppercase letter
- One number
- One special character

Note: your password cannot contain your account number or Social Security number.

Enter your new password, confirm the new password, and then click the green **“Continue”** button.

Password Change

Please set a new password to continue with the registration process. Your password must have a minimum of eight (8) characters and include at least one (1) of each of the following:

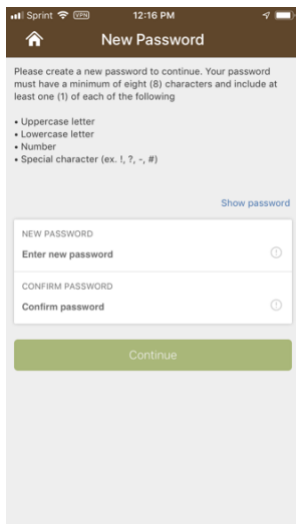
- Uppercase letter
- Lowercase letter
- Number
- Special character (ex. !, ?, -, #)

If you are an existing user logging into the new Online Banking for the first time, you may use your current password if the above criteria is met.

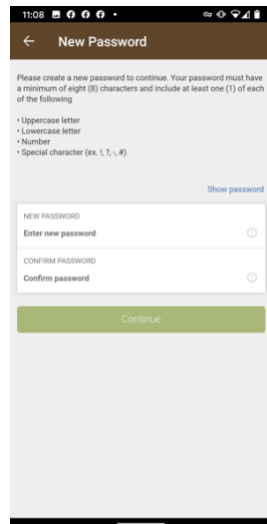
New Password

Confirm Password

Continue



iPhone



Android