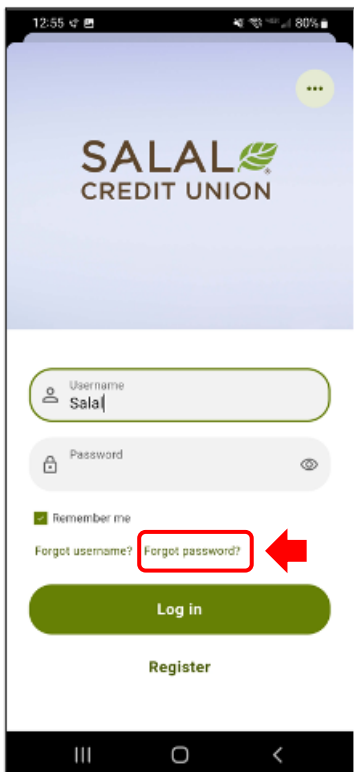


How to Reset Your Password - Mobile

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 or need further assistance, call us at **206.298.9394** or **800.562.5515**.

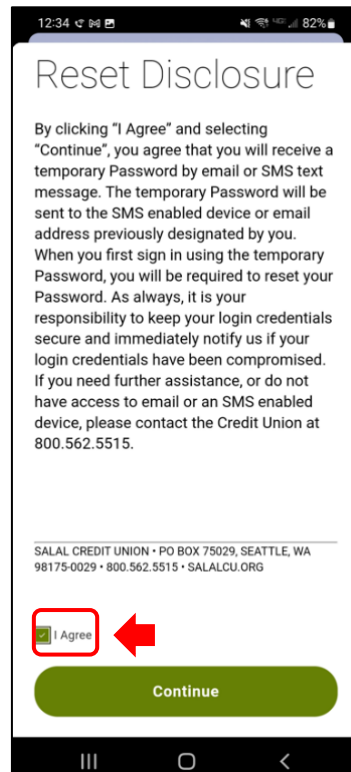
Select the “Forgot Password?” Link

In your Mobile Banking app, go to your log in screen and select the **Forgot Password?** link below the green **Log In** button on the right side.



Accept Disclosure

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



Password Reset

Enter Identifying Information

Input the required information to verify your identity. This information must match what Salal currently has on file for you. Once completed, click the green **Continue** button.

Verify your identity

Enter the information below to verify your Salal Credit Union account. Your account number can be found on your monthly statement or account agreement. **DO NOT** include the zeros at the beginning of your account number. Business Banking users please enter your business TIN/EIN number instead of your SSN. For your security, you will be locked out of the system after 3 invalid attempts.

Username

Email

Personal - Use SSN
 Business - Use TIN/EIN

Zip Code

Continue

Password Reset Method

Select the method you would like a verification code sent to for resetting your password.

Next, input the verification code you were provided and select **Verify**.

Step 3 of 4

Password reset method

- SMS Text
A one-time code will be sent to your mobile phone.
- Time-based One Time Passcode
A one-time passcode generated on your security application.
- Email
A one-time code will be sent to your email address.
- Voice call
You will get a call that reads a one-time code to you.

Continue

Step 4 of 4

Verification code

Enter the 6 digit time-based one time passcode from your security application.

Enter Code

Enter code shown in your two-factor authentication app

Change method

Verify

Password Reset

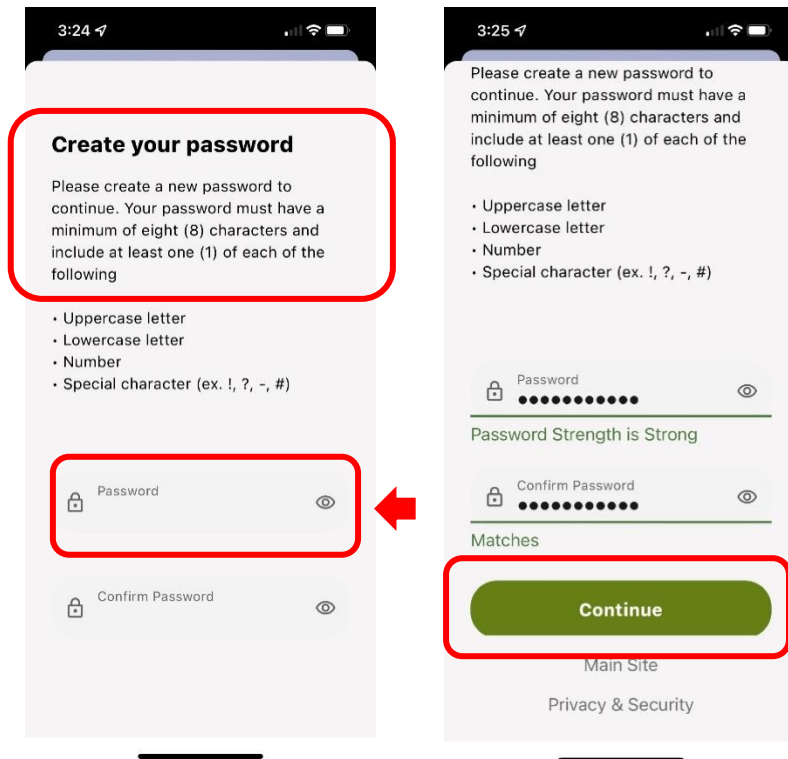
Password Change

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 member number or Social Security number.

Enter your new password, confirm the new password, and then select the green **Continue** button.



Need Help? Give Us a Call

If you have questions or need further assistance, feel free to call our Virtual Branch at **206.298.9394** or **800.562.5515**.