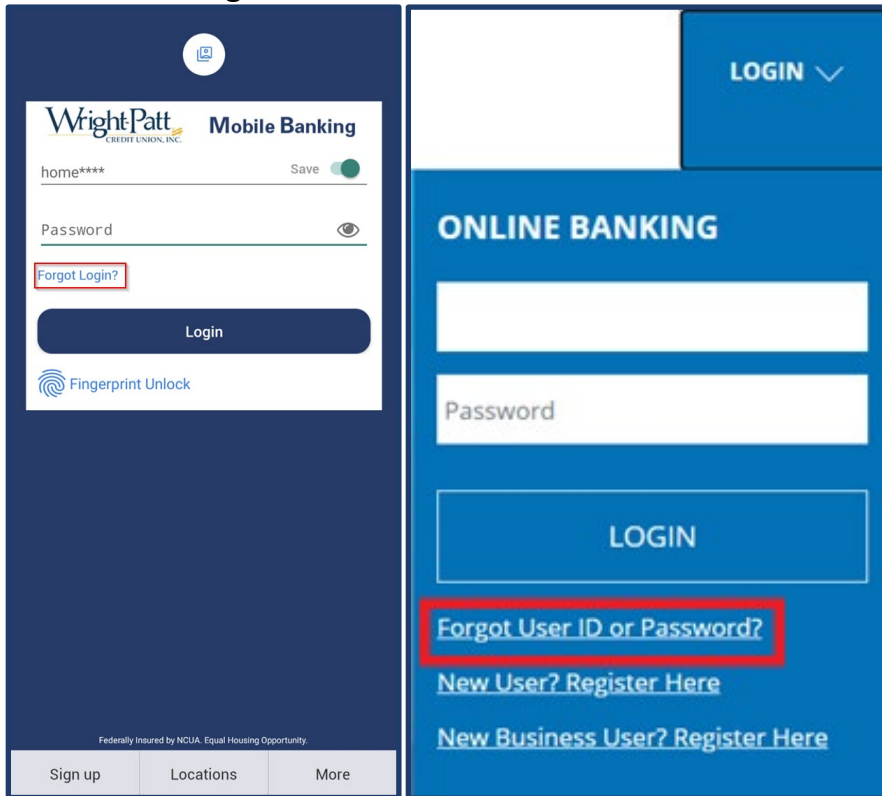


Self Service Password Reset Guide

How to Reset Your Mobile/Online Banking Password

1. Navigate to the login screen.
 - a. **Mobile Banking:** Download and open the **WPCU Mobile Banking** app on your mobile device. Click on the **Forgot Login?** link at the top of the screen.
 - b. **Online Banking:** From our wpcu.coop homepage, navigate to the right-hand side of the webpage for our **Member Online Banking Login** box. At the bottom of the Login box, click on the **Forgot User ID or Password?** link.



2. Input your phone number and username associated with your Mobile/Online Banking account. Click **Send me a new password**.

← Forgot Login

Can't access your account?

Provide the following information and we'll send you a temporary password.

Phone number

+ 1 ▼ (xxx) xxx-xxxx

This phone number must be already added to your account.

Username

[Send me a new password](#)

[Cancel](#)

[I forgot my username](#)

Can't access your account?

Provide the following information and we'll send you a temporary password.

Phone number

+ 1 ▼ (xxx) xxx-xxxx

This phone number must be already added to your account.

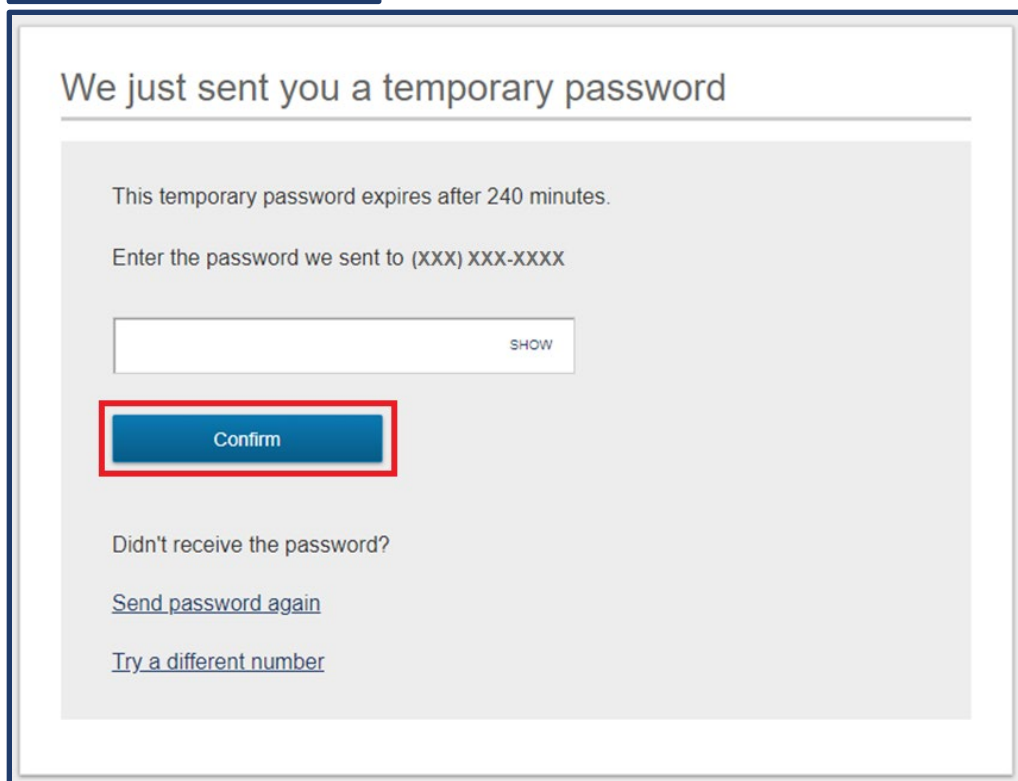
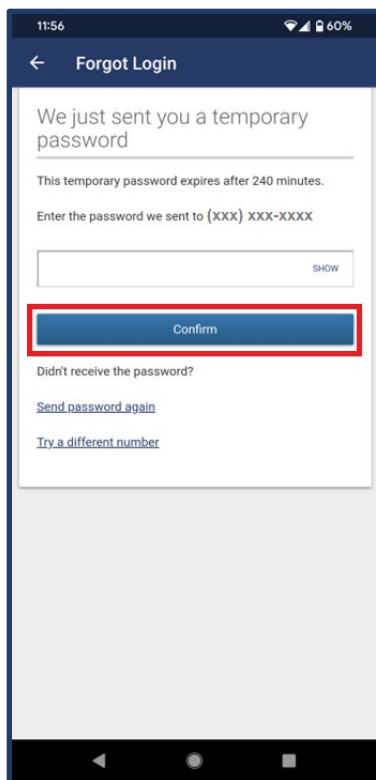
Username

[Send me a new password](#)

[Cancel](#)

[I forgot my username](#)

3. Input the temporary password you were provided. Members will receive an 8-digit temporary password by text or voice. It will consist of letters and numbers. **All letters will be lowercase.** Please write down or save the temporary password as it will be required again in a future step.



4. Verify your identity using one of the saved contact methods. If "Call me" is selected, you will receive a phone call from 937-912-7000.

11:56

Secure Login

We need to confirm your identity

(xxx) xxx-xxxx

Text me

Call me

(xxx) xxx-xxxx

Text me

Call me

I can't access these numbers now

Secure login

It looks like you are logging in from an unrecognized device. For security, we need to verify your identity.

(XXX) XXX-XXXX

Text me

Call me

(XXX) XXX-XXXX

Call me

*****@emailprovider.com

Email me

Questions?

I can't access one of these options.

Why must I complete this step again?

- Create a new password. You will want to use the same temporary password provided before in the **Temporary password** or **Current/Temporary password** field.

Change Password

You must change your password

Current/Temporary password

New password

Between 8 and 32 characters long

Use a mix of letters, numbers or symbols

Retype password

Password fields match

Change

Success! You need to change your password.

Temporary password

SHOW

New password

SHOW

Minimum of eight characters

Use a mix of letters, numbers or symbols

Retype password

SHOW

Passwords must match

Update password

102025AH

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WrightPatt
CREDIT UNION, INC.

Optional: Recovering Your Username

1. From the **Forgot User ID or Password?** link in **Online Banking** or the **Forgot Login** link in **Mobile Banking**, select the **I forgot my username** link.

The image displays two screenshots of the Wright-Patt Credit Union login recovery process. The left screenshot shows the 'Forgot Login' screen with a red box around the 'I forgot my username' link. The right screenshot shows the 'Can't access your account?' screen with a red box around the 'I forgot my username' link.

Left Screenshot: Forgot Login

Can't access your account?

Provide the following information and we'll send you a temporary password.

Phone number

+1 (xxx) xxx-xxxx

This phone number must be already added to your account.

Username

Send me a new password

Cancel

[I forgot my username](#)

Right Screenshot: Can't access your account?

Provide the following information and we'll send you a temporary password.

Phone number

+1 (xxx) xxx-xxxx

This phone number must be already added to your account.

Username

Send me a new password

Cancel

[I forgot my username](#)

2. Enter the email address associated with your account. You will be emailed your username. If no username arrives, then the email entered is not associated with any Mobile/Online Banking accounts.

← Forgot Login

Forgot your Username?

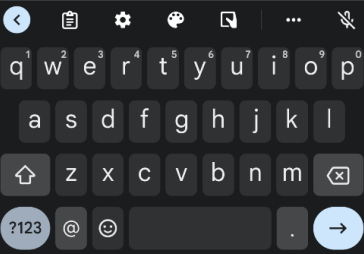
Enter the email address you use for online banking and we'll email you your Username

Email

This email address must be already added to your account.

Send

Cancel



Forgot your Username?

Enter the email address you use for online banking and we'll email you your Username

Email

This email address must be already added to your account.

Send

Cancel