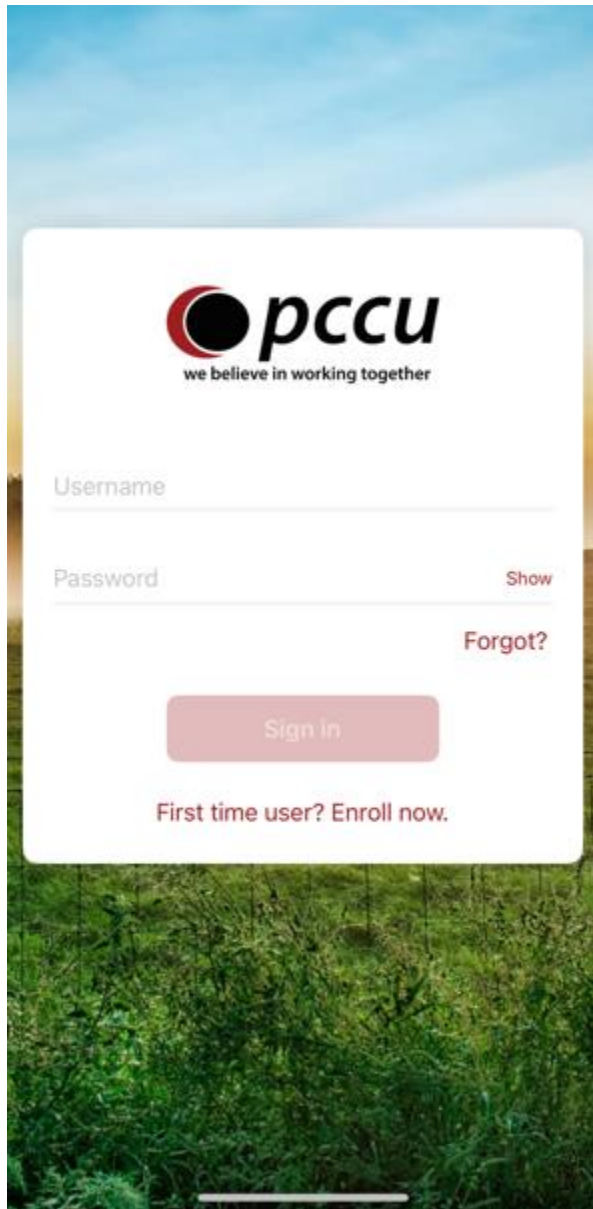
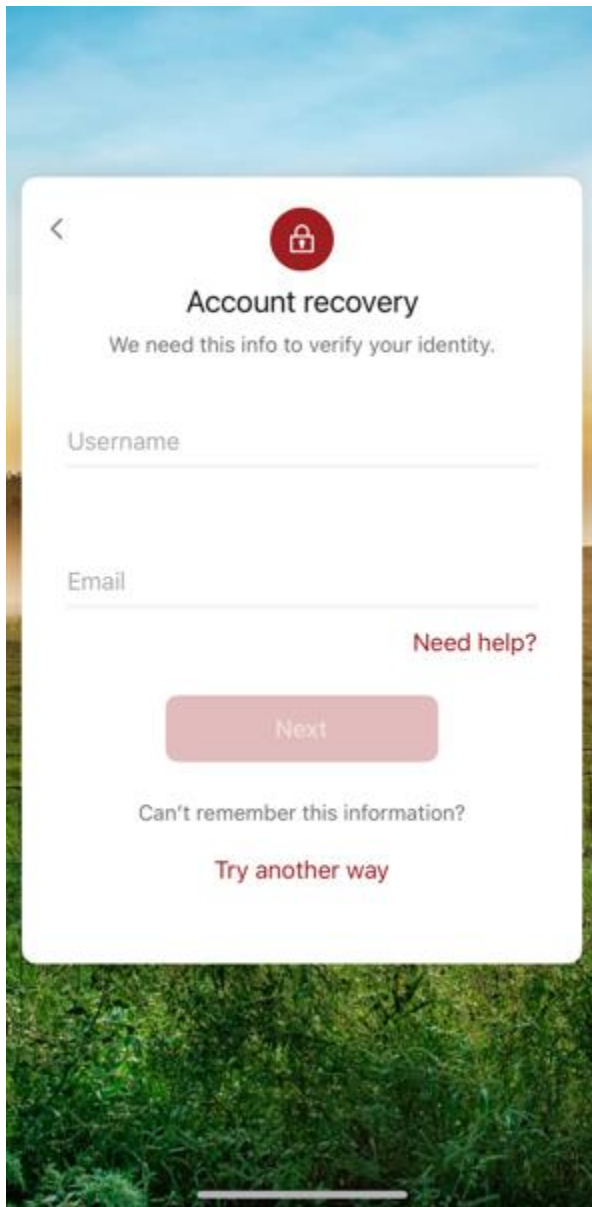


Changing Passwords in MyPCCU Mobile Banking

Members, if you are unable to log into mobile banking due to an expired password or you don't remember your password, click on the "Forgot?" link in the sign-in screen.



You will get a screen asking for your username and email address.

A screenshot of a mobile application's account recovery screen. The screen has a white background with rounded corners, set against a blurred background of green foliage and a blue sky. At the top left is a back arrow icon. In the center, there is a red circular icon with a white padlock. Below this icon, the text "Account recovery" is displayed in a bold, black font. Underneath, a smaller line of text reads "We need this info to verify your identity." There are two input fields: "Username" and "Email", each with a light gray border and a horizontal line. To the right of the "Email" field, the text "Need help?" is written in a red font. Below the input fields is a large, rounded rectangular button with a light red background and the word "Next" in white text. Underneath the button, the text "Can't remember this information?" is displayed in a small, gray font. At the bottom, the text "Try another way" is written in a red font. A thin white horizontal line is visible at the very bottom of the screen, likely representing the home indicator bar on an iPhone.

Once you enter this information, you will get a screen asking if you want your password reset link sent to your email address or a text message sent to your cell phone. Select which option you would like the link sent to. When you go to that link, it will provide you with a verification code to change your password. Enter that code given to you.



Confirm phone number

We sent a text message with a verification code to *****. This code will expire after 5 minutes.
Never share this code with anyone.

Verification code

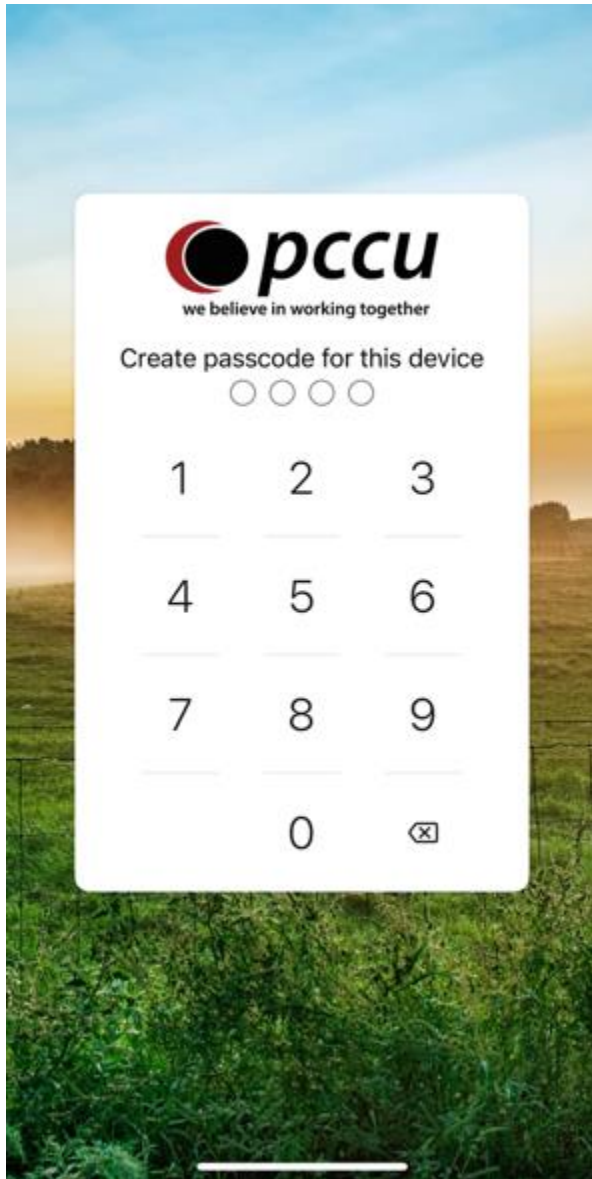
Verify

[Resend code](#) or [Try another way](#)

Once you enter that code, it will allow you to enter your new password.



Once you enter your new password, it will ask you to set up a passcode, if you are using a mobile device. Create your four-digit passcode.



Once you enter your new four-digit passcode, you are ready for MyPCCU Mobile Banking!