Quick Reference Guide Oakdale Credit Union

New Login for Online Banking

What's required?

We are instituting a more secure method to log into Online Banking. This enhanced security system verifies member identity by requiring multiple credentials. It creates layers of security to increase the confidence that the person requesting access is actually the member. Our system not only requires a **compliant username and password**, but an additional code transmitted via text, voice message, or email to verify identity.

You'll need <u>only one</u> of these to get started:







Update Your Username

If not compliant to the requirements below, you will automatically be required to update it.

Requirements:

Must Contain: (Usernames are not case sensitive)

- Must be at least 5 characters long
- Must contain 1 number and 1 letter

Cannot Contain:

- Cannot contain spaces, less than symbols (<), nor apostrophes (')
- Cannot contain your account number(s)

Reset Your Password Hint: To make your password stronger, include

symbols like ! ? \$ % ^ &

Requirements:

Must Contain: (Passwords are case sensitive)

- Must be at least 8 characters and not longer than 30 characters
- Must contain 1 number and 1 letter
- Must contain 1 uppercase and 1 lowercase letter

Cannot Contain:

- Cannot contain spaces, less than symbols (<), nor apostrophes (')
- Cannot contain your account number(s)

