How to Unlock and Change your Password

In our Online Banking you have the ability to not only change your password but unlock your account without having to call the credit union or wait until a weekday! This guide will walk you through this process.

First when you try to log in you will see the following error: "Online Banking ID or Password"

Information Message:	Invalid Online Banking ID or Password

Login to Online Banking

Welcome to our new Soo Co-op Credit Union Online Banking

Please visit this site for guides and tutorials on our new environment!

PLEASE NOTE: Online Banking ID is your Username!

Online Banking ID: [   ]

Submit

If you get this error you can reenter your ID and get to the following screen and instead of clicking next, click "Forgot Password":

Login to Online Banking

Please verify your personal image!
For security purposes, each time you login, verify the image on the left is the image you selected as your Personal Identification Image.

If you have not set up your Personal Identification Image, a random image will appear. When you login, you will be prompted to select an image.

Online Banking ID:

Online Banking Password: [   ]

Submit

Forgot Password?

On the next screen you will be asked some confirmation questions:

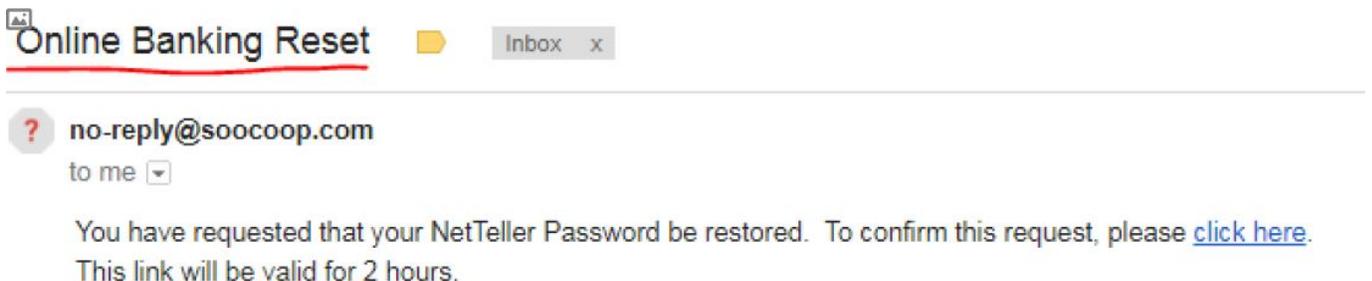|		
Please enter your Online Banking ID	Testing 123	
Date of Birth as MM/DD/YY	01/01/01	
Social Security Number	••••••••••••••	SS#, no dashes, no spaces
Email Address on file	testing@soocoop.com	
Email Subject	Online Banking Reset	What's this

Cancel   Continue

I have entered some test information above. The primary member's birthday as well as the SSN is needed to verify that it is indeed you. Also please make sure you are using the e-mail address that Soo Co-op Credit Union has on file for your account.

Finally the subject is for you identify that the e-mail you will receive is not spam. Once that is all set hit continue and you will get a confirmation screen or be told that some information does not match your account:

Thank you. You will receive an e-mail shortly with instructions on how to reset your Password.

NOTE: If you are unable to get to this confirmation screen and believe you are entering the correct information please call (906)632-5300 and a Soo Co-op Credit Union employee will be happy to assist.

You will receive an e-mail in your inbox with the subject line that you gave. For example the "E-mail Subject" above was "Online Banking Request" and here is that e-mail:

Online Banking Reset   ▷   Inbox   x

? no-reply@soocoop.com
to me ▾

You have requested that your NetTeller Password be restored. To confirm this request, please click here. This link will be valid for 2 hours.

Click on the "Click here" link within 2 hours and you will be taken to the following screen:

Please enter your NetTeller ID *

Please enter your answer for What is my favorite color?: *

On this screen you will enter your NetTeller ID again and finally you will have to answer the question that you created while setting up your account. Please note that this answer is **case-sensitive**! Once you are done with that, hit continue.

NOTE: If you are unable to get past this screen and believe you are entering the correct information please call (906)632-5300 and a Soo Co-Op Credit Union employee will be happy to assist

As long as you entered the correct information you will be brought to the password change screen:

Please enter a new Password: *

Reenter your Password: *

Enter a new password that matches the requirements in both fields click submit and your password has been successfully changed. This will also unlock your frozen account!