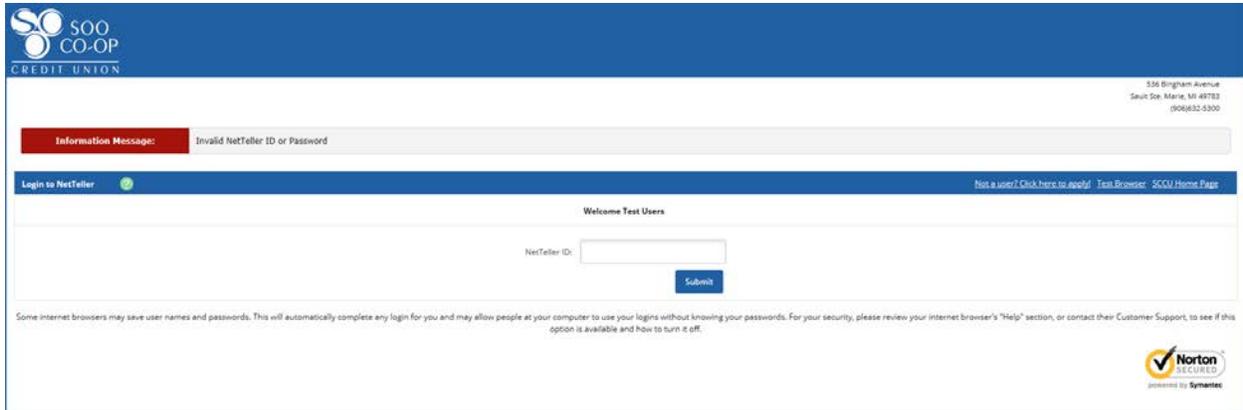## How to Unlock and Change your Password

In our new Online Banking environment you now have 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: "Invalid NetTeller ID or Password"

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

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

Please enter your NetTeller ID	testing123
Date of Birth of Primary	01/01/01
Social Security Number of Primary	123456789 SS#, no dashes, no spaces
E-mail Address on file	email@email.com
E-mail 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:

Password Page Self Reset ?

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?: * [   ]

[Continue] [Cancel]

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: * [   ]

[Submit] [Cancel]

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!

Password Self Reset

Your Password has been changed successfully.

Go to Login Page   Close Browser

We hope that you found this guide helpful and we have created more guides on our website at, www.soocoop.com/online-banking