

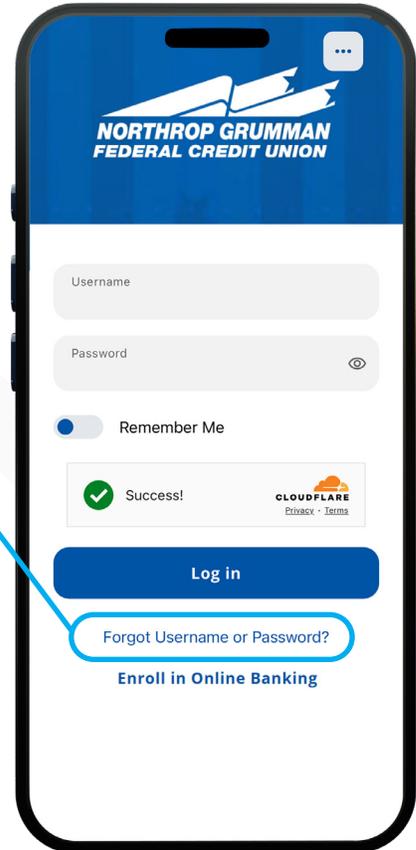


# Online Banking How-To: **Forgot Username**

If you can't remember your username, don't worry!  
Follow these simple steps to quickly gain access to  
your account.

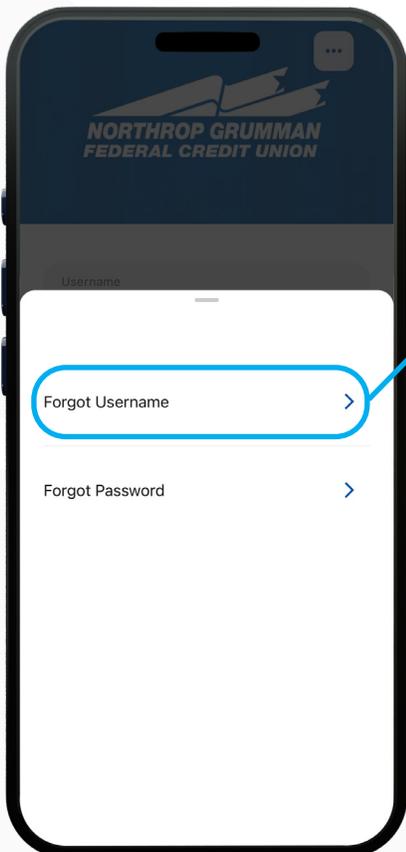
1

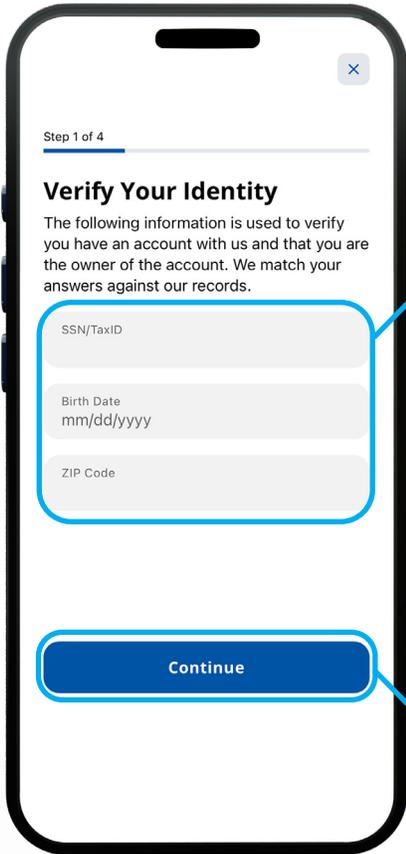
Locate the  
**Forgot Username or Password** link.



2

Select  
**Forgot Username.**





# 3

Next, you will be prompted to **Verify Your Identity**.

Enter your **Social Security Number or Tax ID**, your **Date of Birth**, and your **Zip Code**.

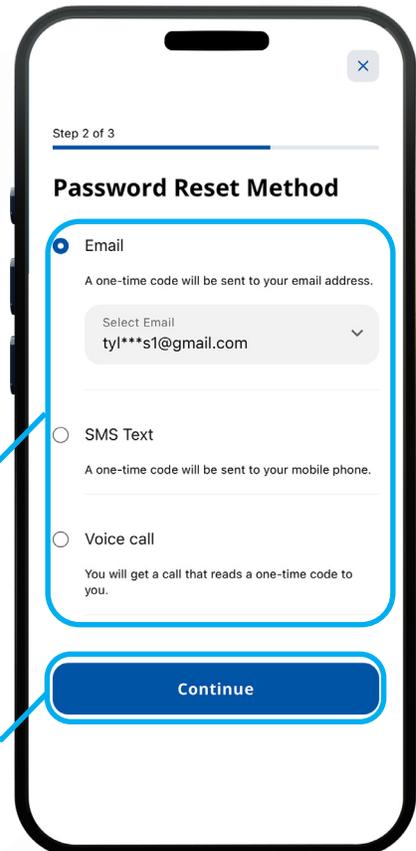
Continue

Then press **Continue**.

You will then be asked to verify your activity using a one time Verification code sent to one of the following choices. Please select where you would like the Verification Code to be sent.

# 4

To your **Email** or, as an **SMS text** or a **Voice Call** to your phone.



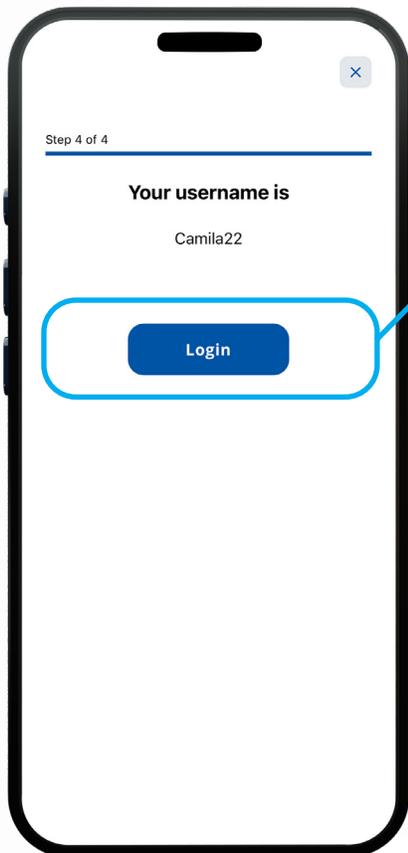
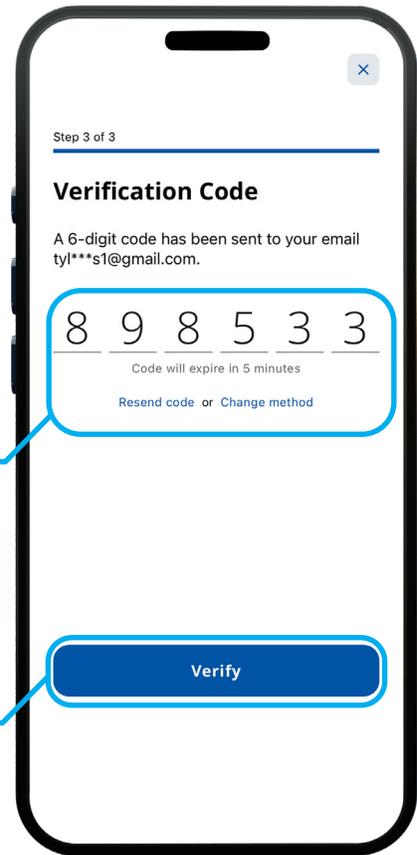
Then press **Continue**.

The next screen will ask you to enter in the 6-digit **Verification Code** that was sent to either your email, SMS Text, or Voice Call from the previous step.

5

Enter **Verification Code**.

Then press **Verify**.



6

Once verified correctly, your Username will be displayed on the screen.

Press **Login**.