

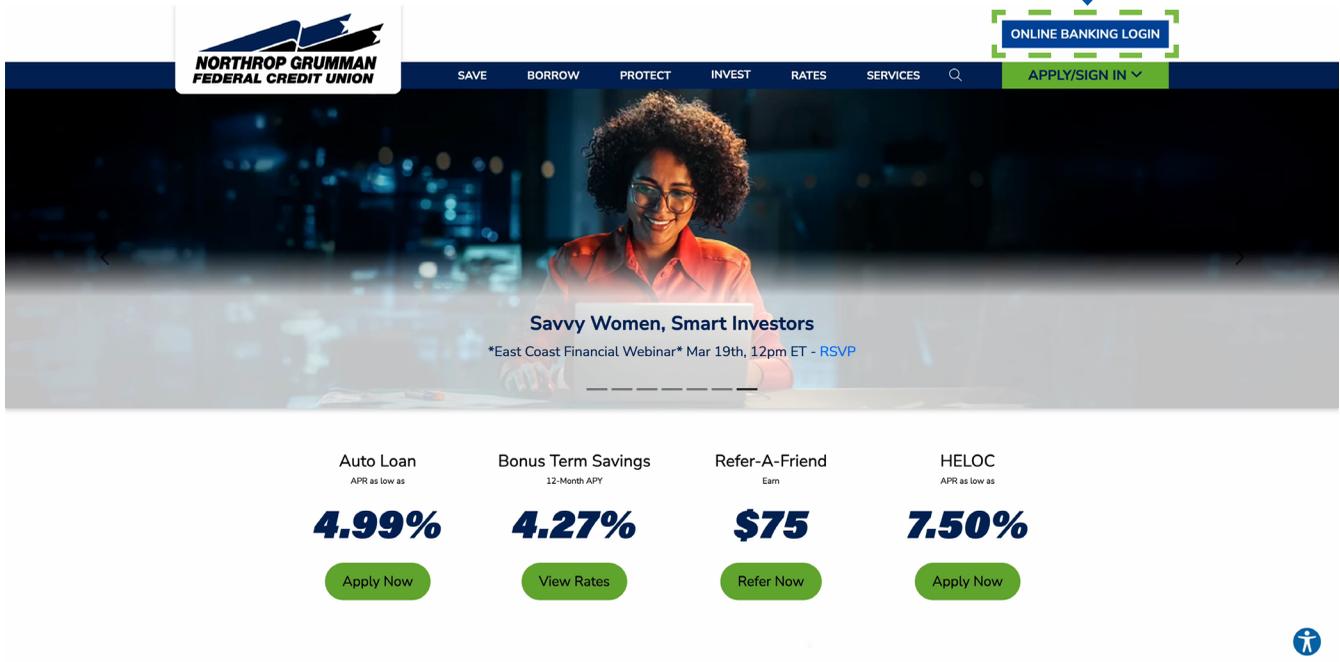


# Member Solutions:

## Resetting Your Online Banking Password

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1. Visit the NGFCU website: [ngfcu.us](http://ngfcu.us)
2. Access **"Online Banking Login"** from the top upper right menu of the page.



3. Click on the **"Forgot Password"** link.

### Online Banking Login

Valid Member Id Required

- [Forgot Username](#)
- [Forgot Password](#)
- [Enroll in Digital Banking](#)
- [Online Banking FAQs](#)



4. Enter your last 4-digits of **SSN, Email, Zip-Code, User ID,** and **DOB,** then click on **"Submit"**

Northrop Grumman Federal Credit Union

Help

### Password Reset

Use the form below if you have forgotten your password or have locked yourself out of Online Banking. To use Password Reset, the information you enter below must match our records. Upon submitting the form successfully, a temporary password will be sent to your email address on file.

Last 4 digits of primary member's Social Security Number

Email Address on file

Zip Code on file

User ID

Primary member's Date of Birth Month  Day  Year

Submit

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5. Please select **Phone Number** and **Preferred Delivery Method** for the OTP code. Then click **"Submit"**

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### Phone Number Selection

Please make a selection.

Phone Number (XXX) XXX-8022

Please select your preferred delivery method.

Text Message

Voice Call

Submit

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6. Once submitted, the below screen will appear prompting you to check your phone.

7. You will then receive a **Text Message or Voice Call** from the phone number **310.340.7124** with a **Temporary Password**.

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Help

### Phone Number Selection

An Sms has been sent to your mobile device, please return to the Login Page

Go to Login Page

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8. Return to the OLB registration screen from step 6, and select, **"Go to Login Page"**.

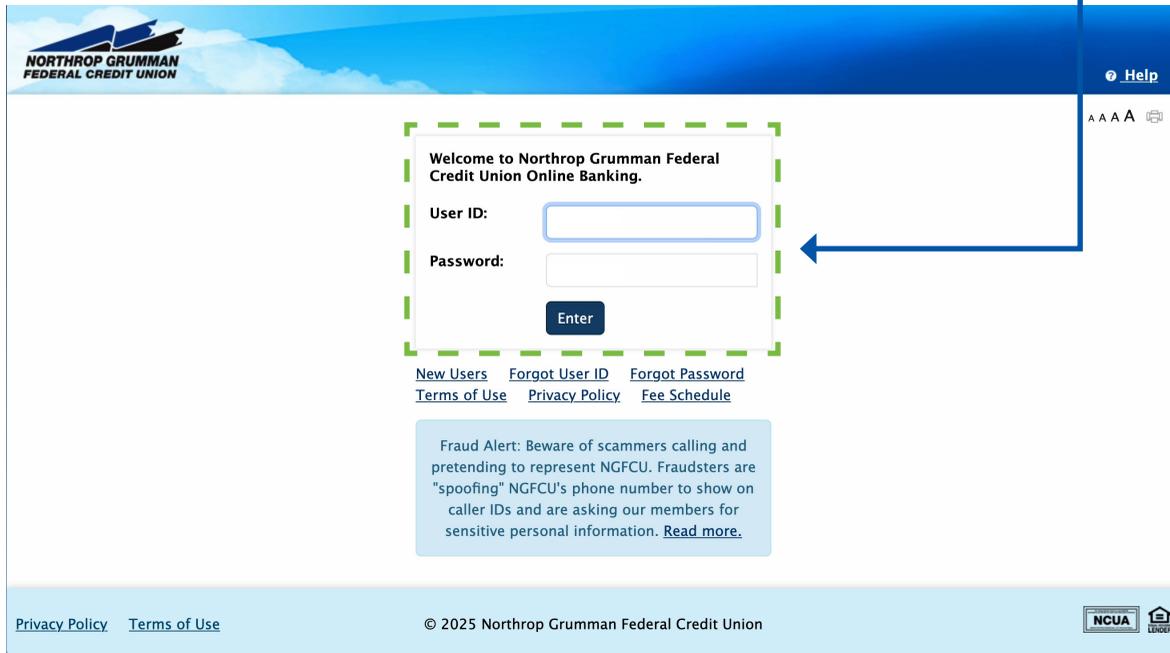


Phone Number Selection

An Sms has been sent to your mobile device, please return to the Login Page

Go to Login Page

9. Enter in your **User ID** and **Temporary Password** then click **"Enter"**  
Note: *Temporary password is case sensitive.*



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AAA

Welcome to Northrop Grumman Federal Credit Union Online Banking.

User ID:

Password:

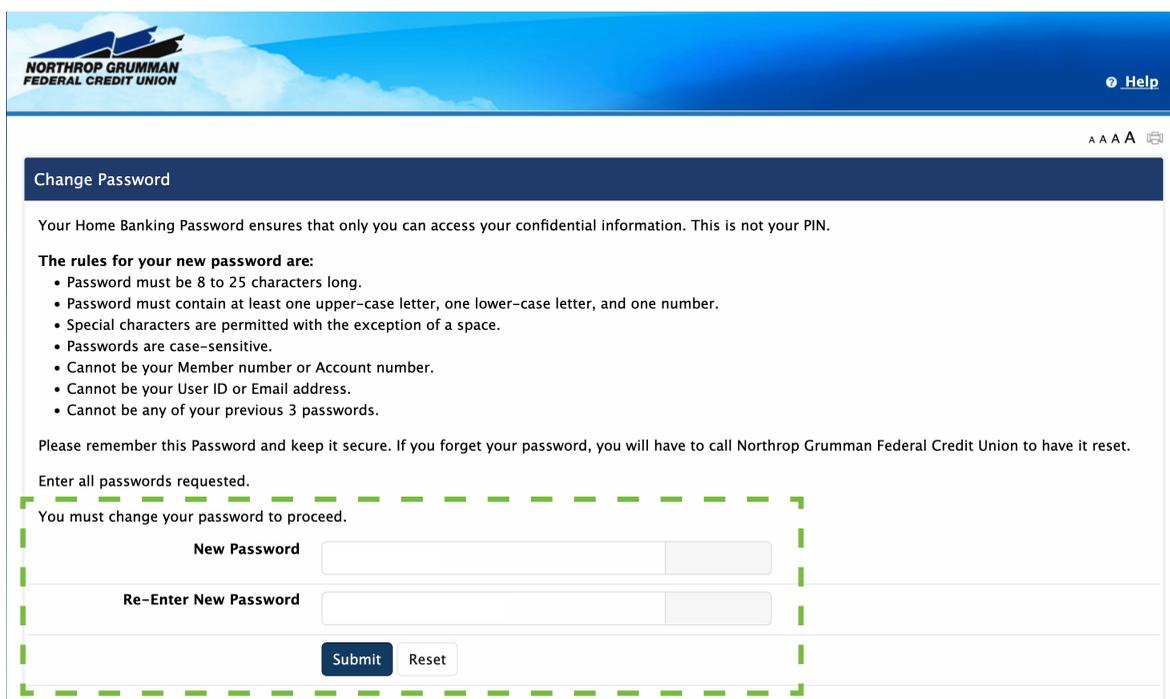
Enter

[New Users](#) [Forgot User ID](#) [Forgot Password](#)  
[Terms of Use](#) [Privacy Policy](#) [Fee Schedule](#)

Fraud Alert: Beware of scammers calling and pretending to represent NGFCU. Fraudsters are "spoofing" NGFCU's phone number to show on caller IDs and are asking our members for sensitive personal information. [Read more.](#)

[Privacy Policy](#) [Terms of Use](#) © 2025 Northrop Grumman Federal Credit Union NCUA CREDIT

10. After you put in your user ID and temporary password, you will see the below screen appear. **Enter in your new password twice.** Then click **"Submit"**



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FEDERAL CREDIT UNION

Help

AAA

Change Password

Your Home Banking Password ensures that only you can access your confidential information. This is not your PIN.

The rules for your new password are:

- Password must be 8 to 25 characters long.
- Password must contain at least one upper-case letter, one lower-case letter, and one number.
- Special characters are permitted with the exception of a space.
- Passwords are case-sensitive.
- Cannot be your Member number or Account number.
- Cannot be your User ID or Email address.
- Cannot be any of your previous 3 passwords.

Please remember this Password and keep it secure. If you forget your password, you will have to call Northrop Grumman Federal Credit Union to have it reset.

Enter all passwords requested.

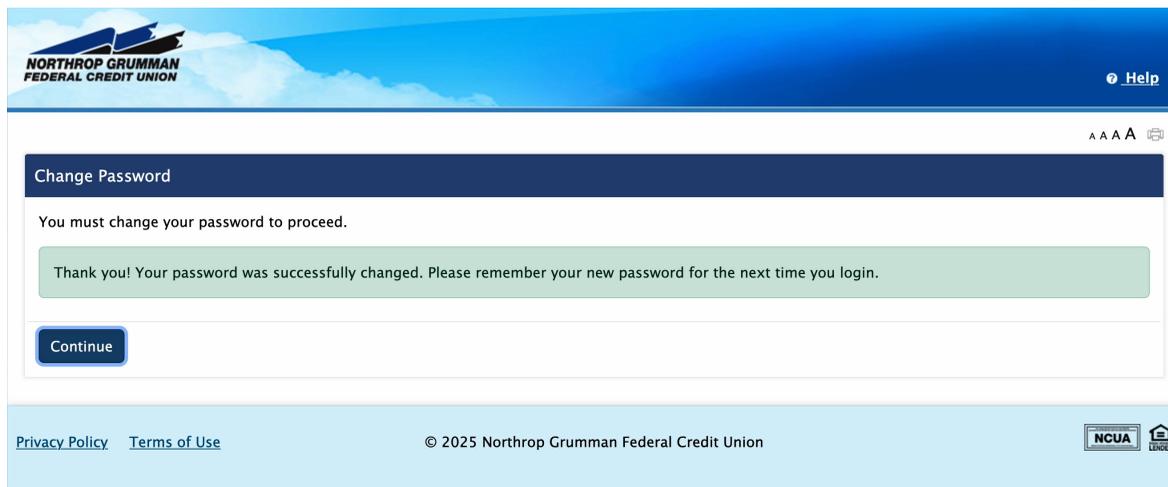
You must change your password to proceed.

New Password

Re-Enter New Password

Submit Reset

11. You will receive a message that your Password has been changed. Click **“Continue”** to proceed.



Should you experience any difficulties connecting to online banking, please reach out to us. We're happy to provide personalized support to get you online.

