



Password Reset - Send Secure Message Link

This document outlines the new simplified process for members to reset their online services account password. The following is a step by step guide of the process.

Step 1 - Enter Registered Email Address & Date of Birth

Online Banking

Reset Password

To reset your password you will need to provide the email address that is registered with your credit union account and your date of birth.

Enter Email Address
fiona.cunningham@well-it.com

Date Of Birth
18/09/1990

Continue

Cancel

Step 2 - Check Your Registered Email Address

Online Banking

Reset Password

Check your mail

Check email for instructions on how to reset your password

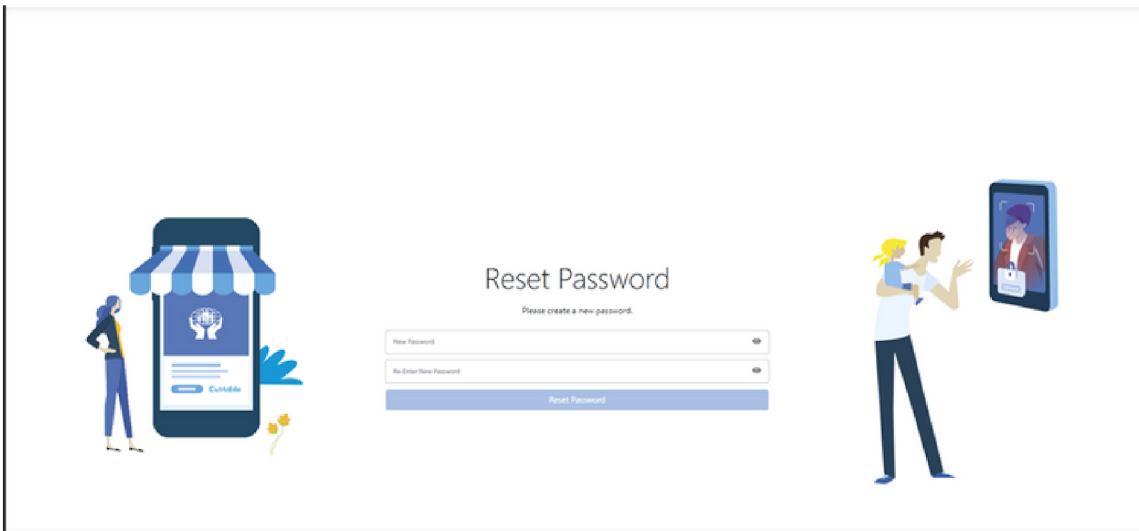
Back to login

Did not receive the email? check the spam filter.

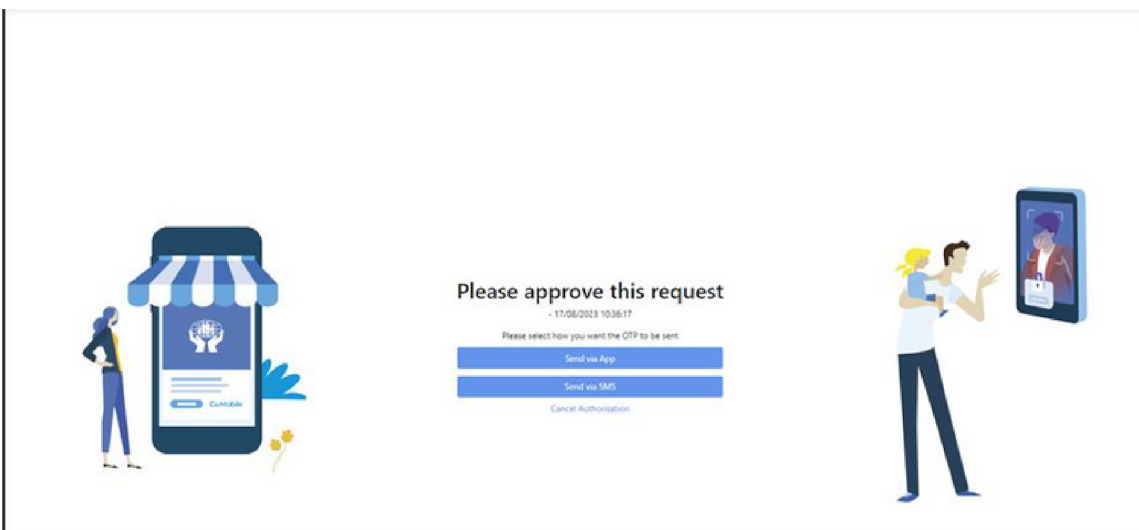


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Step 3 - Enter The New Password

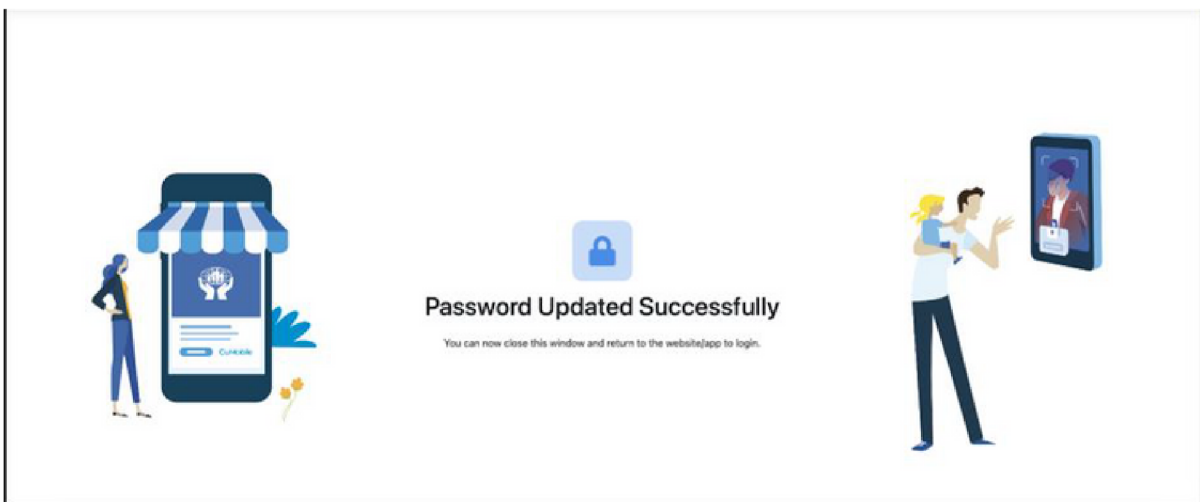


Step 4 - Authenticate The request



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Step 5 - Confirmation Message



This change removes the need for a 'memorable word' from the process of resetting an password.

If you continue to experience a difficulty with resetting your online services password then please contact us and we will be happy to help.

Contact Details

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