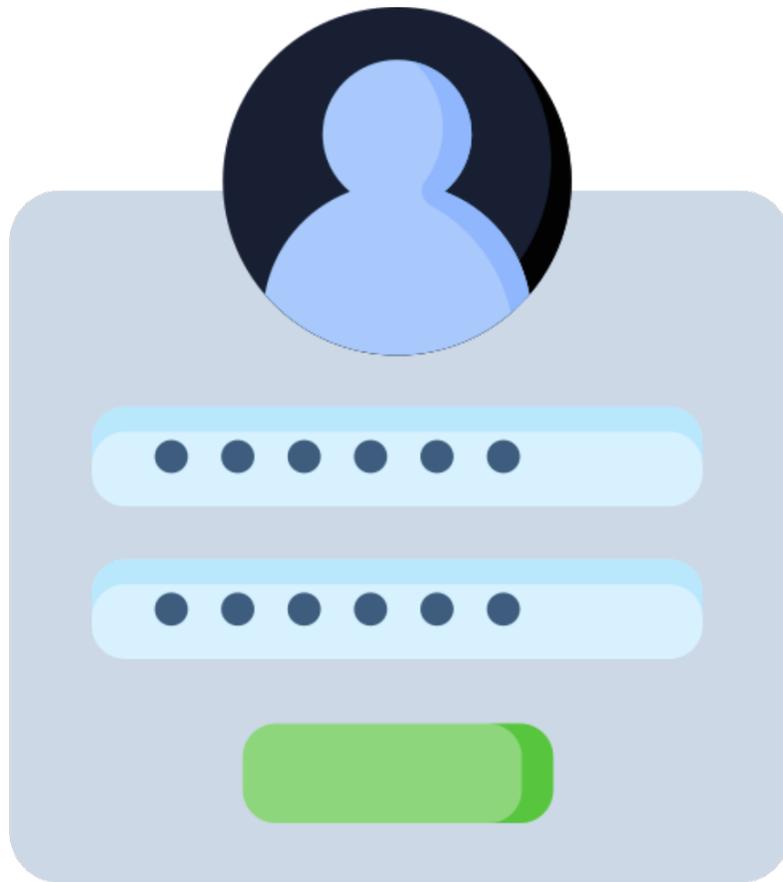


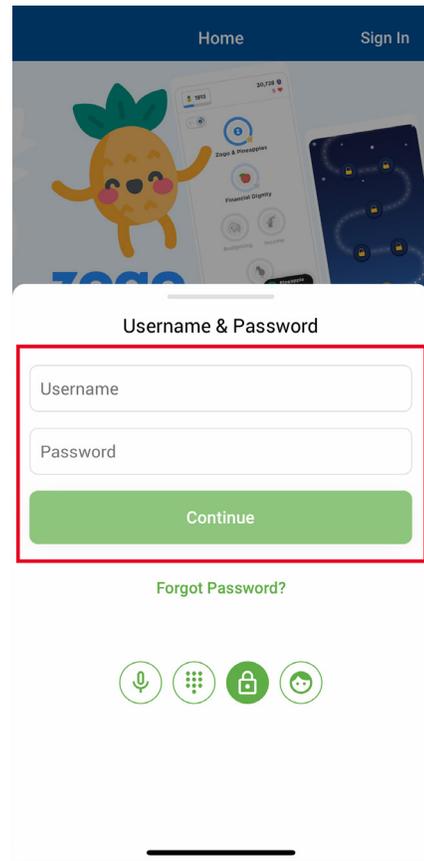
How to: Changing your Username & Password



Changing your Username & Password - Mobile App

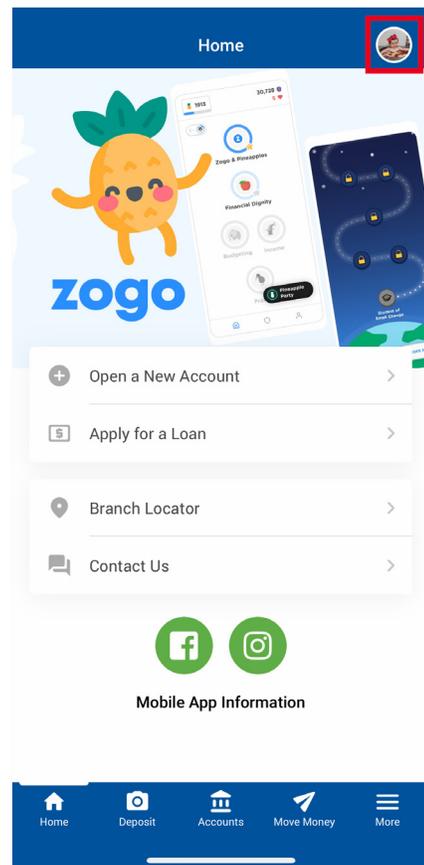
Step 1: Open your Mobile App

Step 2: Login to your account as you normally would by entering your current username and password, and selecting "Continue".



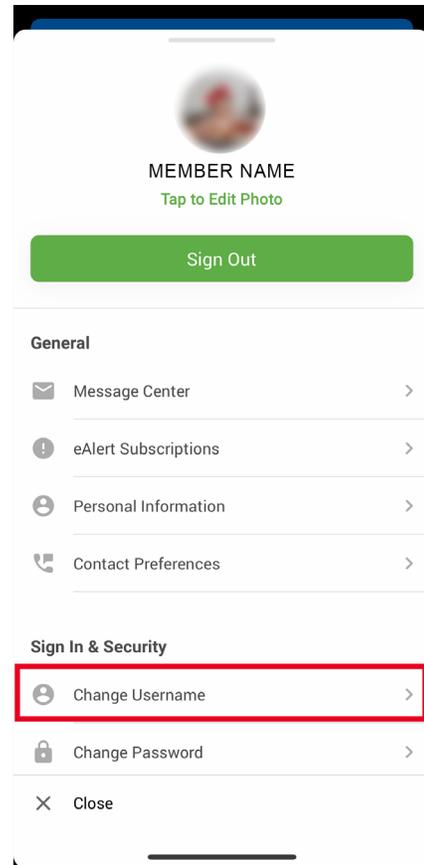
Step 3: Click on your profile icon in the top, right corner.

Note: You must be logged in to have your app show the icon and not the words "Sign In".



Step 4: Once clicking into your profile, a menu will appear, as shown to the right.

Let's change your username first, select "Change Username".

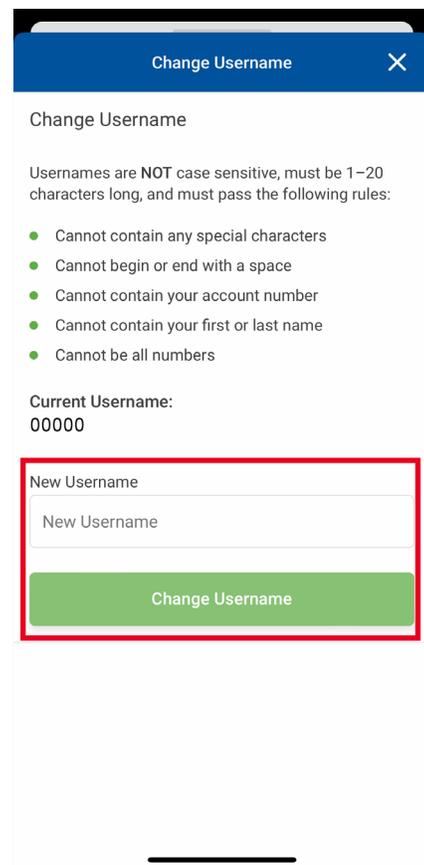


Step 5: Once selected, you will be directed to the screen shown on the right. Enter your new username using the rules:

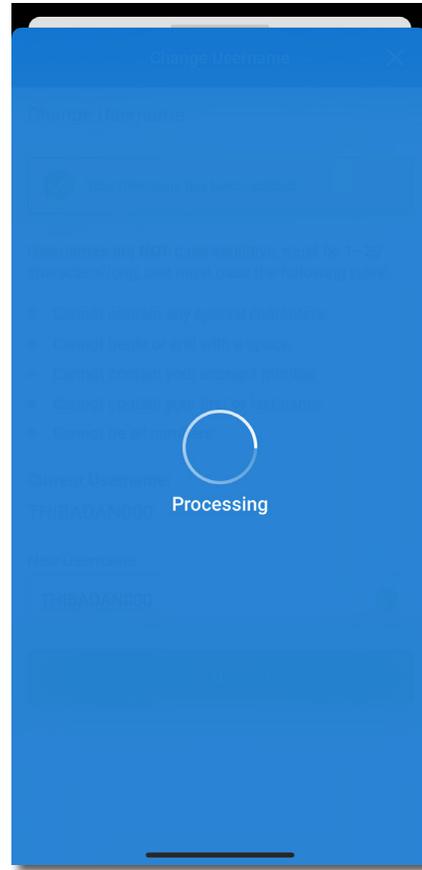
Username are NOT case sensitive.

- Must be between 1-20 characters long
- Cannot contain any special characters
- Cannot begin or end with a space
- Cannot contain your account number
- Cannot contain your first or last name
- Cannot be ALL numbers

Verify your entry, then click "Change Username".

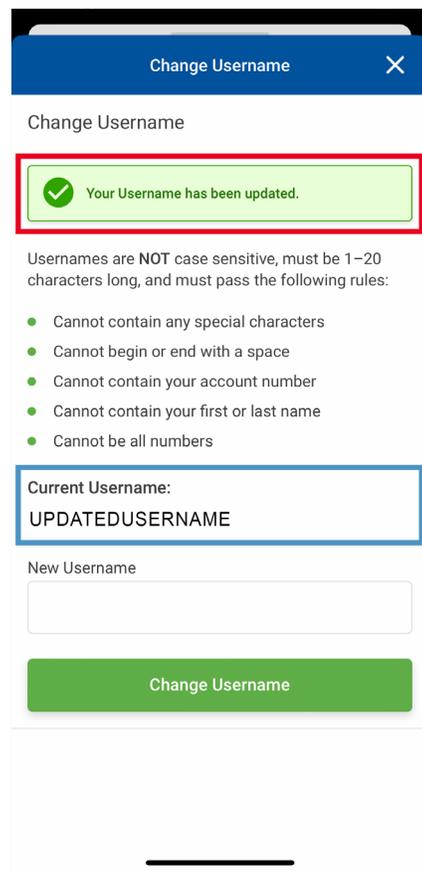


Step 6: A “Processing” screen will briefly appear on your screen as your change is saved.



Step 7: At the top of your screen, you will notice a verification that your Username has been updated.

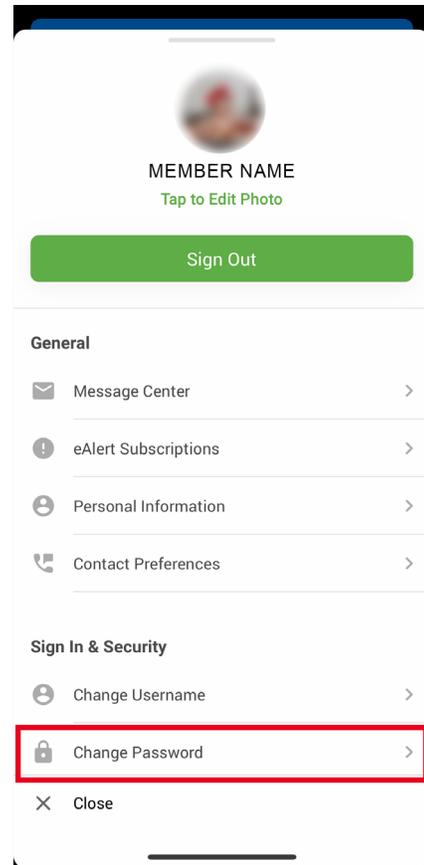
The “Current Username” below should also verify that this change has been made!



**You successfully
changed your username!**

Step 8: Next, let's change your password! Return to the profile menu by selecting the "X" in the top right corner of the previous screen.

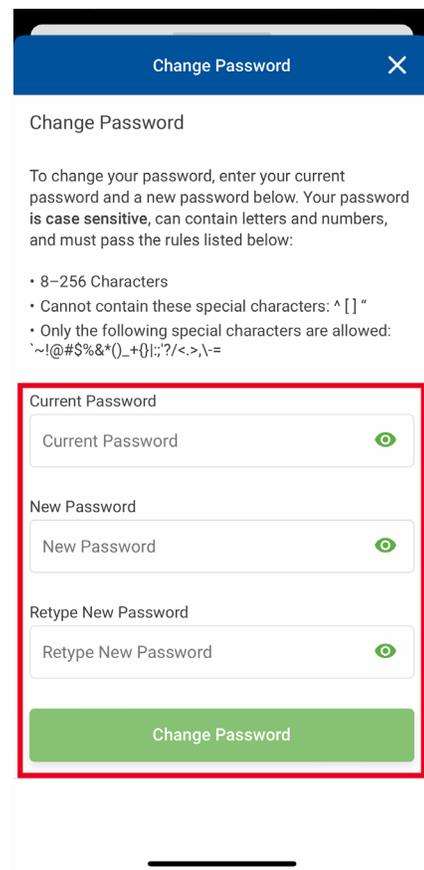
Then select "Change Password".



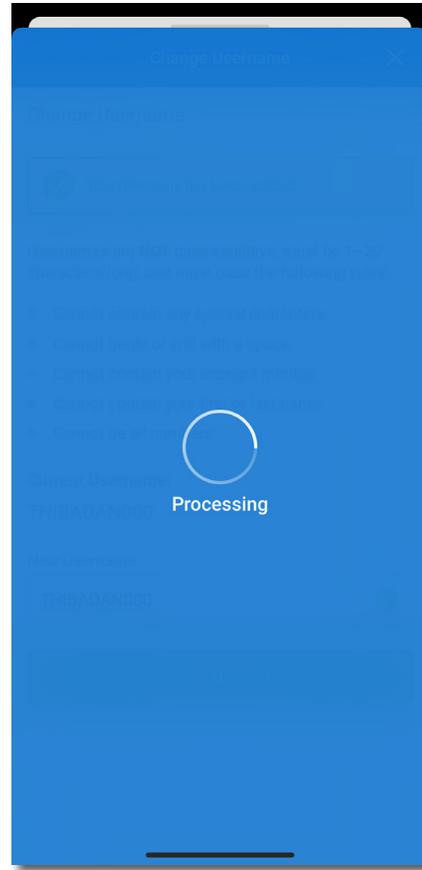
Step 9: Enter your current password into the first open field. Next, create a new password following the password guidelines:

- Passwords ARE case sensitive
- Can contain letters and numbers
- Must be between 8-256 characters in length
- Cannot contain these special characters: ^[]"
- Only the following special characters are allowed:
`~!@#\$\$%&*()_+{}|:;'/<.>.\-=-

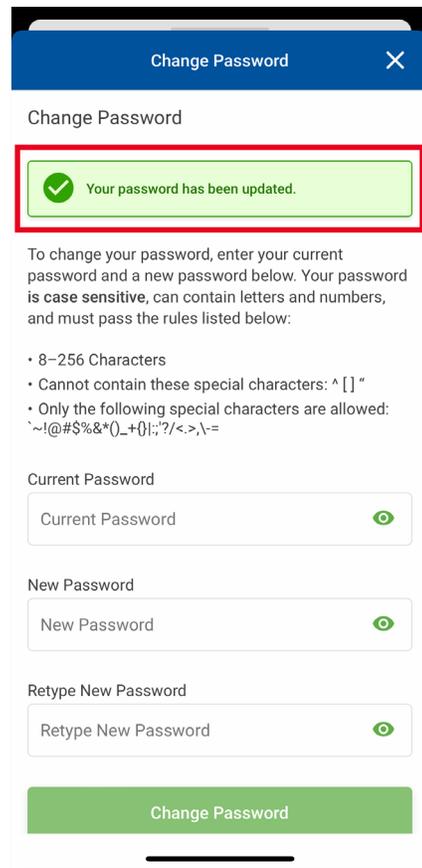
Verify your entry, retype your password, and click "Change Password".



Step 10: A “Processing” screen will briefly appear on your screen as your change is saved.



Step 11: At the top of your screen, you will notice a verification that your Password has been updated.

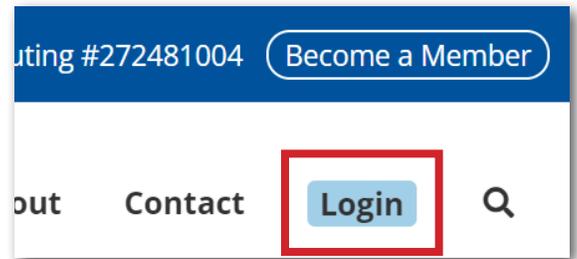


**You successfully
changed your password!**

Changing your Credentials on your Desktop

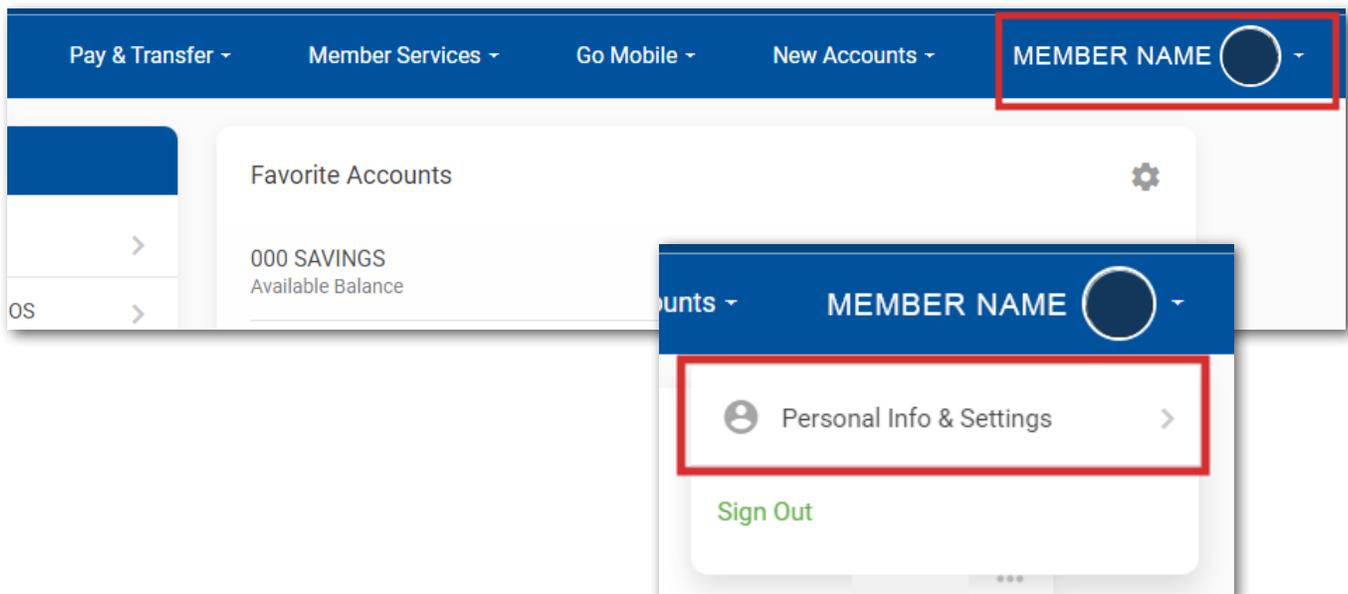
Step 1: Go to our website:
www.WestMichiganCU.com

Step 2: Click the “Login” button in the website’s menu. Sign in as you normally would.

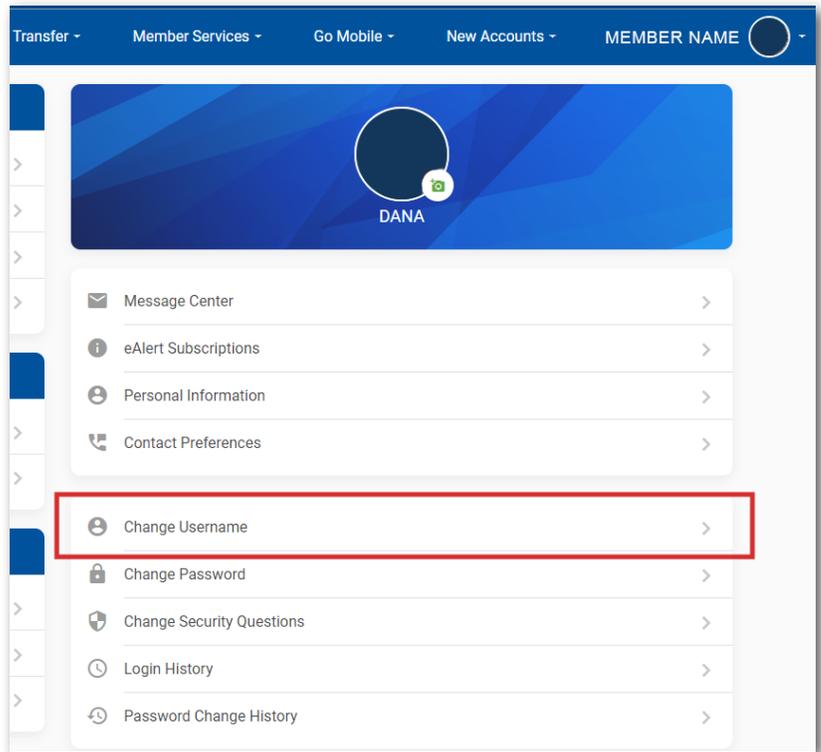


Step 3: Click on your profile icon in the top, right corner (as shown to the right and below).

Click on “Personal Info & Settings”.



Step 4: Let's change your username first, select "Change Username".



Step 5: Once selected, you will be directed to the screen shown on the right. Enter your new username using the rules:

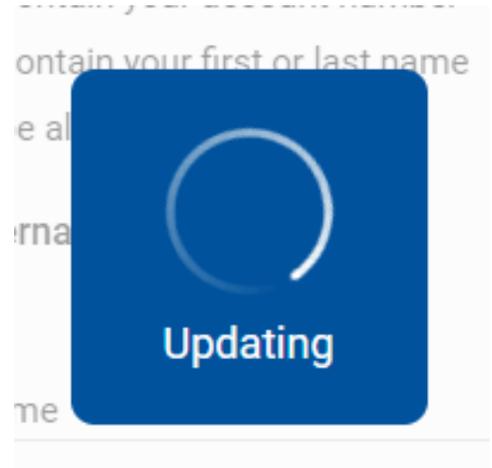
Usernames are NOT case sensitive.

- Must be between 1-20 characters long
- Cannot contain any special characters
- Cannot begin or end with a space
- Cannot contain your account number
- Cannot contain your first or last name
- Cannot be ALL numbers

Verify your entry, then click "Change Username".

A screenshot of the 'Change Username' form. The title is 'Change Username'. Below the title, it states: 'Usernames are NOT case sensitive, must be 1-20 characters long, and must pass the following rules:'. A list of rules follows: 'Cannot contain any special characters', 'Cannot begin or end with a space', 'Cannot contain your account number', 'Cannot contain your first or last name', and 'Cannot be all numbers'. Below the rules, it shows 'Current Username: 00000'. There is a text input field labeled 'New Username' with the placeholder text 'New Username'. A green 'Change Username' button is located at the bottom right of the form. The entire form area is enclosed in a red rectangular border.

Step 6: An “Updating” screen will briefly appear on your screen as your change is saved.



Step 7: At the top of your screen, you will notice a verification that your Username has been updated.

The “Current Username” below should also verify that this change has been made!

Change Username

✔ Your Username has been updated.

Usernames are **NOT** case sensitive, must be 1–20 characters long, and must pass the following rules:

- Cannot contain any special characters
- Cannot begin or end with a space
- Cannot contain your account number
- Cannot contain your first or last name
- Cannot be all numbers

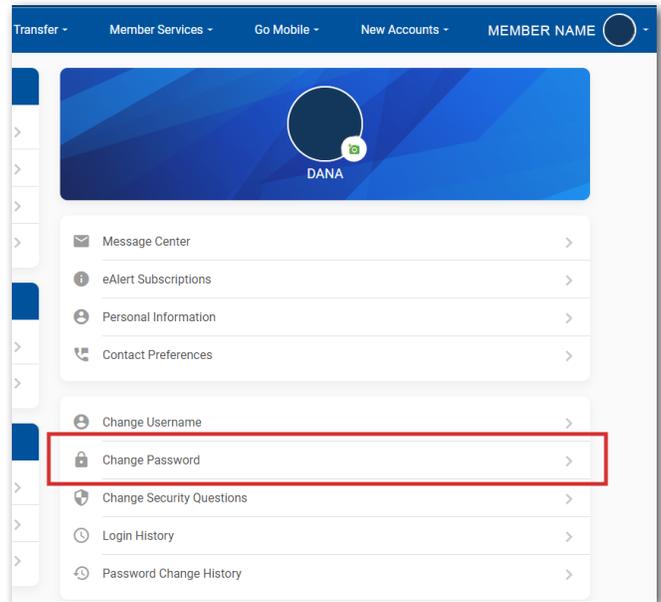
Current Username:
UPDATEDUSERNAME

New Username

**You successfully
changed your username!**

Step 8: Next, let's change your password! Return to the profile menu selecting, "Personal Information & Settings" under your profile icon.

Then select "Change Password".



Step 9: Enter your current password in to the first open field. Next, create a new password following the password guidelines:

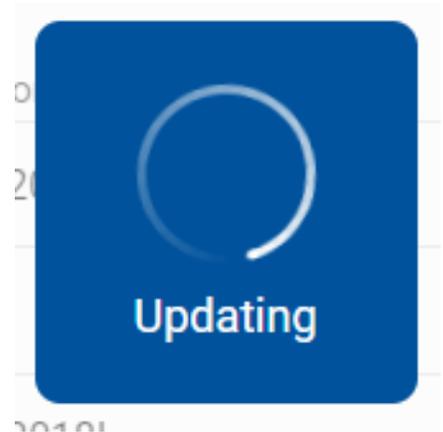
Passwords ARE case sensitive

- Can contain letters and numbers
- Must be between 8-256 characters in length
- Cannot contain these special characters: ^[]"
- Only the following special characters are allowed:
`~!@#\$\$%&*()_+{}|:;?'<./>.\-=-

Verify your entry, retype your password, and click "Change Password".

A screenshot of a "Change Password" form. The form title is "Change Password". Below the title is a paragraph of instructions: "To change your password, enter your current password and a new password below. Your password is case sensitive, can contain letters and numbers, and must pass the rules listed below:". This is followed by three bullet points: "8-256 Characters", "Cannot contain these special characters: ^[]\"", and "Only the following special characters are allowed: `~!@#\$\$%&*()_+{}|:;?'<./>.\-=-". Below the instructions are three input fields: "Current Password", "New Password", and "Retype New Password". Each field has a green eye icon on the right side. A green "Change Password" button is located at the bottom right of the form. The entire form content is enclosed in a red rectangular border.

Step 10: An “Updating” screen will briefly appear on your screen as your change is saved.



Step 11: At the top of your screen, you will notice a verification that your Password has been updated.

Change Password

✔ Your password has been updated.

To change your password, enter your current password and a new password below. Your password is **case sensitive**, can contain letters and numbers, and must pass the rules listed below:

- 8–256 Characters
- Cannot contain these special characters: ^ [] * " ' ~ ! @ # \$ % & * () _ + { } | ; : ? / < > \ =
- Only the following special characters are allowed: ' ~ ! @ # \$ % & * () _ + { } | ; : ? / < > \ =

Current Password

New Password

Retype New Password

Change Password

**You successfully
changed your password!**