

# How to:

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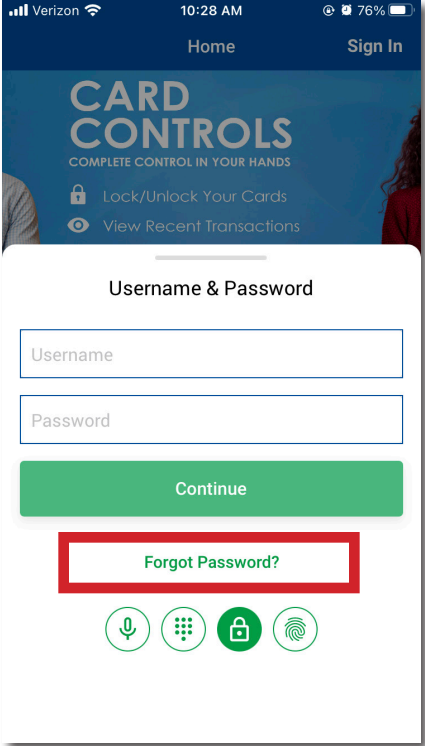
Reset your  
Password



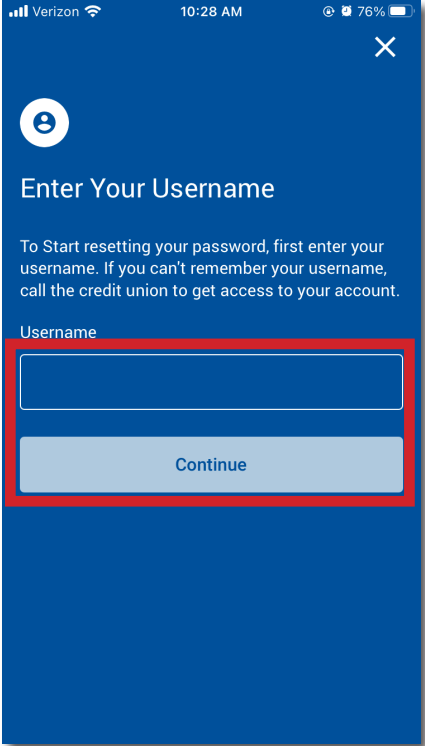
# Resetting your Password on your Mobile App

**Step 1:** Open your Mobile App

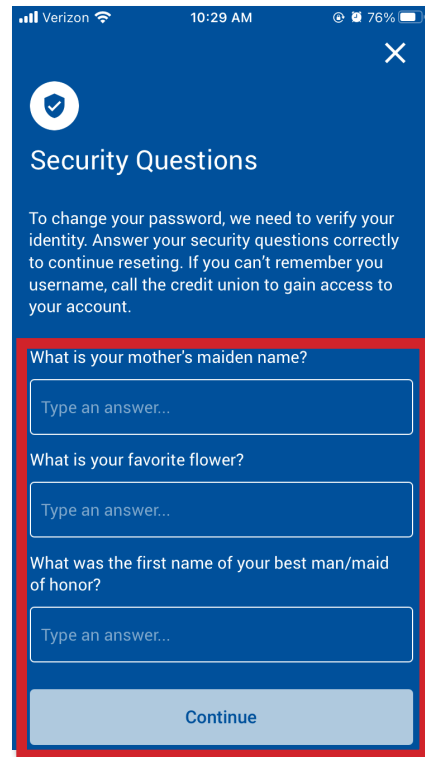
**Step 2:** Login screen should appear.  
Click "Forgot Password?" Button.



**Step 3:** Enter your Username, then click "Continue".



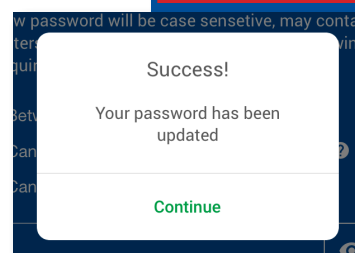
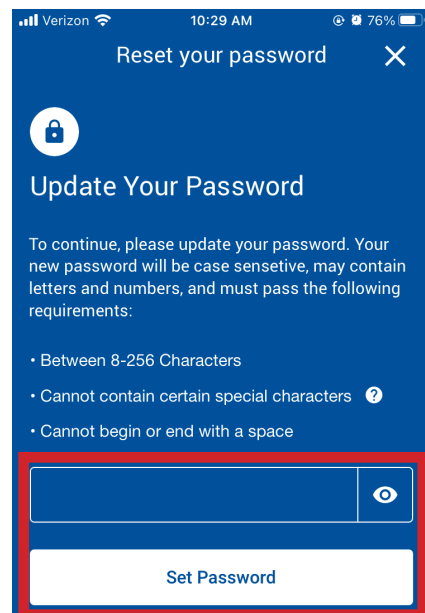
**Step 4:** You must answer all 3 of your security questions you previously set up. Then, click “Continue”.



**Step 5:** Create a new password following the password guidelines:

- Passwords are case sensitive
- Must be between 8-256 characters in length
- Can use both letters and numbers
- Only the following special characters are allowed:  
`!@#\$%^&\*()-\_+=+{}:;',<.>/?`
- Cannot begin or end with a space

Click “Set Password”.



**You successfully changed your password!**

# Resetting your Password on your Computer

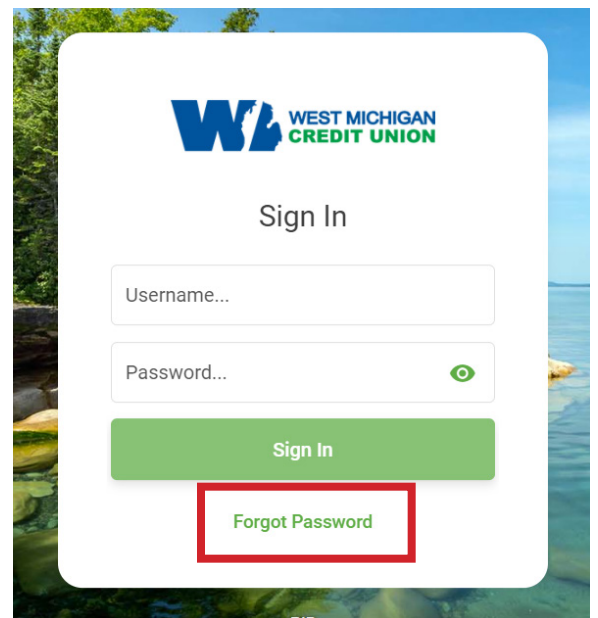
**Step 1:** Go to our website:  
[www.WestMichiganCU.com](http://www.WestMichiganCU.com)



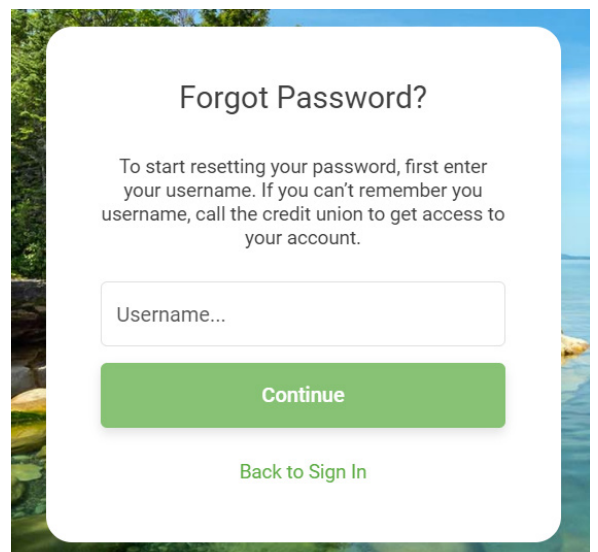
**Step 2:** Click the "Login" button in the website's menu.



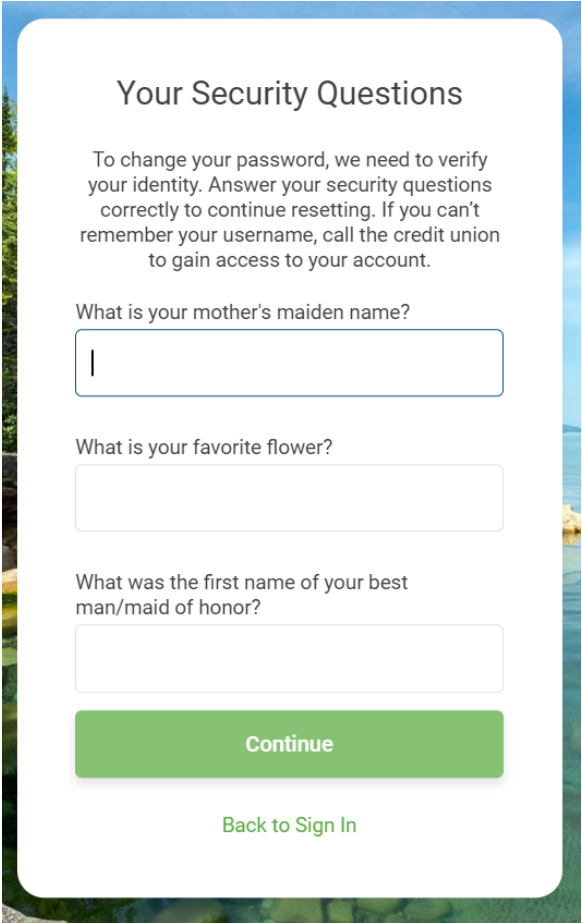
**Step 3:** Click "Forgot Password" once the new online banking login screen has appeared. (As shown to the right)



**Step 4:** Enter your Username. Then, click "Continue".



**Step 5:** Answer all 3 of your security questions you previously set up. Then, click “Continue”.



**Your Security Questions**

To change your password, we need to verify your identity. Answer your security questions correctly to continue resetting. If you can't remember your username, call the credit union to gain access to your account.

What is your mother's maiden name?

What is your favorite flower?

What was the first name of your best man/maid of honor?

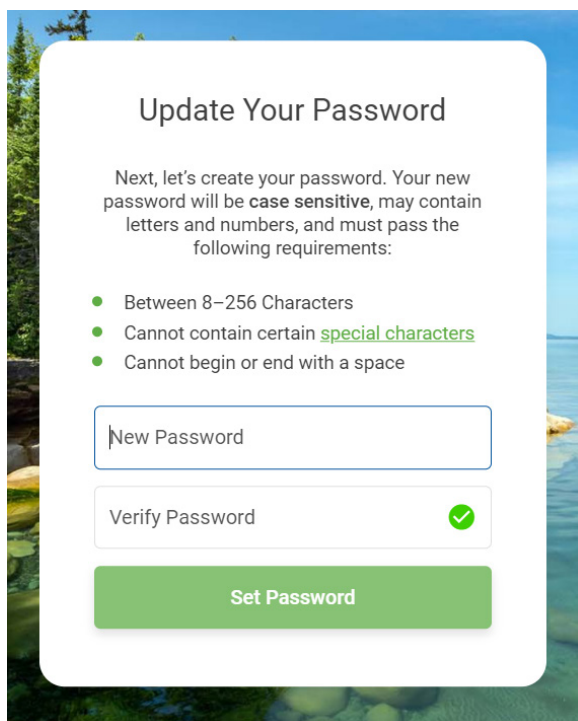
[Continue](#)

[Back to Sign In](#)

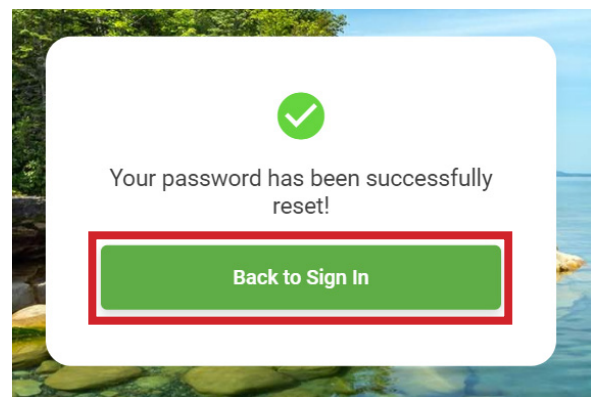
**Step 6:** Type your new password by following the set password requirements:

- Your password must be at least 8 characters long, and you can use up to 256 characters.
- Use both alphabetic and numeric characters for a more secure password.
- Your password is **case sensitive**.
- Your online Banking password is **not** the PIN used for voice access.

Retype your new password and click “Set Password”.



The screenshot shows a white rounded rectangle on a scenic background. At the top, it says "Update Your Password". Below that, it explains the password requirements: "Next, let's create your password. Your new password will be case sensitive, may contain letters and numbers, and must pass the following requirements:". A bulleted list follows: "Between 8–256 Characters", "Cannot contain certain special characters", and "Cannot begin or end with a space". There are two input fields: "New Password" and "Verify Password". The "Verify Password" field has a green checkmark icon to its right. At the bottom is a green button labeled "Set Password".



Select “Back to Sign In”.  
Use your username and **NEW** password.

**You successfully  
changed your password!**