

Updating your Username / Login ID

For security reasons, **HCCU will no longer allow the use of member numbers as an Online/Mobile Banking Login ID after 12/31/2021.** If you are currently using your member number as your Username/Login ID, please take steps to update it in advance of this date.

NOTE: This update can NOT be completed on the Mobile App. All Online/Mobile Banking credential changes must be completed via Online Banking at [HCCU.coop](https://hccu.coop). Once the update is complete, the new credentials can be used for both Online and Mobile Banking.

From the HCCU home page, hccu.coop:

1. Login to Online Banking. (Figure 1)
2. Click 'Member Options' in the left hand side bar, and then 'Login ID' in the Options panel. (Figure 2)
3. In the Update Login ID panel, type your new username in the 'Login ID' field. Answer the presented Challenge Question and click 'Update'. Both the new username and challenge questions are case sensitive. (Figure 2)
4. If the update to your Login ID was successful, you should receive an email from customersupport@hccu.coop stating "A successful attempt to change your online Login Id has been made. If you did not initiate this change please contact Member Services immediately."

Figure 1

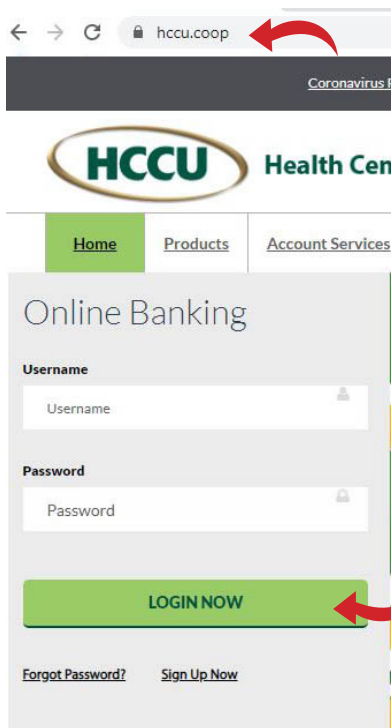
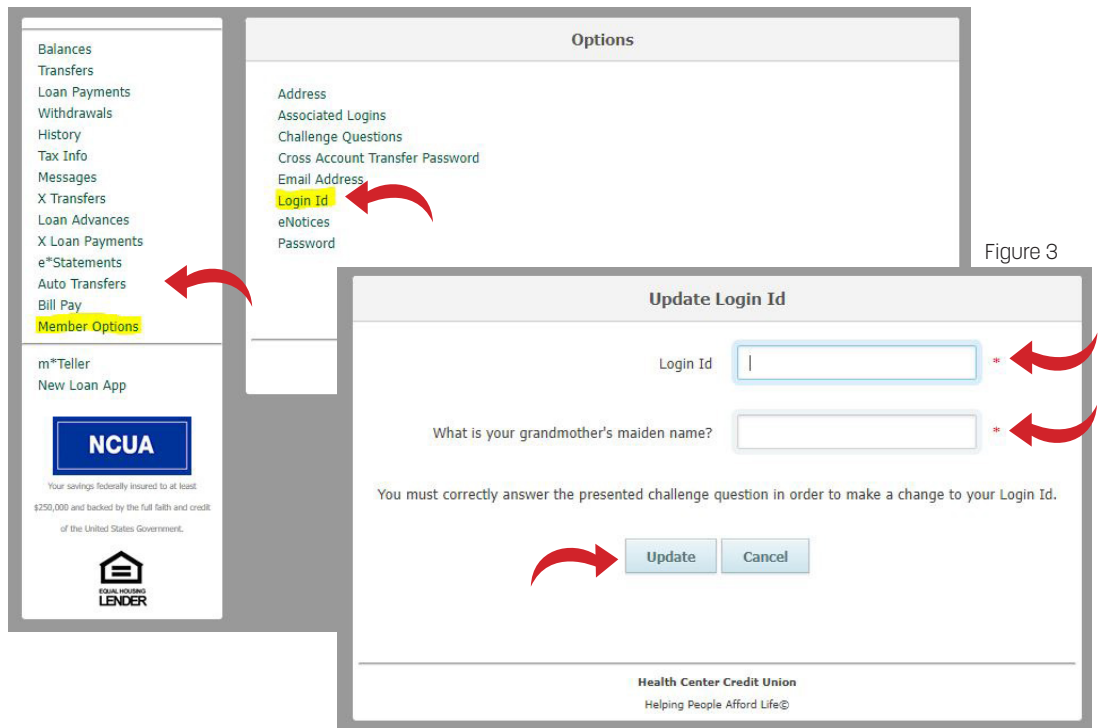


Figure 2



Tips for selecting a new Username / Login ID:

- Don't use your full name or parts of your address, phone number, or member number
- Don't use your email username
- Don't use the same username and password combination as other financial accounts
- Don't choose a super-odd username and then reuse it again and again – it makes you easier to track
- Don't choose a username that gives clues to your passwords such as a series of numbers/letters or the first part of a two-part phrase.