

Why do I have to update my login?

We are instituting a more secure method for logging in to Online Banking. This enhanced security system verifies member identity by requiring multiple credentials. It creates layers of security to increase the confidence that the person requesting access is actually the member they claim to be. Our system not only requires a username and password, but an additional code transmitted via text, voice message, or email to verify identity.

You'll need only one of these to get started:



Smartphone



Email Account



Telephone

Update Your Username

If your Username is not compliant, you will automatically be required to update it.

Steps:

1. Navigate to onefcu.com.
2. Click the "LOGIN" link on the top menu. On mobile, press the ☰ icon then select "LOGIN."
3. Enter your existing Username and Password and click the "Next" button.
4. Pick your delivery method, either text, voice message, or email, then click the "Next" button.
5. Check your phone or email account for an incoming Access Code.
6. Enter the Access Code.
7. Enter your new Username using the on-screen guide for complexity and click the "Next" button.
8. Your Username is now reset, and you are logged into Online Banking.

Retrieve Your Username

Forget your Username? You can securely retrieve your Username in seconds.

Steps:

1. Navigate to onefcu.com.
2. Click the "LOGIN" button on the top menu. On mobile, press the ☰ icon then select "LOGIN."
3. Click "Forgot Username."
4. Enter your Social Security Number, date of birth, account number, email address, and phone number.
5. Confirm your email address.
6. Click the "Next" button. The login screen will reload.
7. Check your email account for your Username.
8. Log in with your retrieved Username.

Reset Your Password

Hint: To make your password stronger, include symbols like ! ? \$ % ^ & .

Requirements:

Must Contain: (Passwords are case sensitive)

- Must be at least 8 characters and not longer than 30 characters
- Must contain 1 number and 1 letter
- Must contain 1 uppercase and 1 lowercase letter

Cannot Contain:

- Cannot contain spaces, less than symbols (<), nor apostrophes (')
- Cannot contain your account number(s)

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Update Your Username

If your Username is not compliant, you will automatically be required to update it.

Requirements:

Must Contain: (Usernames are not case sensitive)

- Must be at least 5 characters long
- Must contain 1 number and 1 letter

Cannot Contain:

- Cannot contain spaces, less than symbols (<), nor apostrophes (')
- Cannot contain your account number(s)

Reset Your Password

Hint: To make your password stronger, include symbols like ! ? \$ % ^ & .

Requirements:

Must Contain: (Passwords are case sensitive)

- Must be at least 8 characters and not longer than 30 characters
- Must contain 1 number and 1 letter
- Must contain 1 uppercase and 1 lowercase letter

Cannot Contain:

- Cannot contain spaces, less than symbols (<), nor apostrophes (')
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