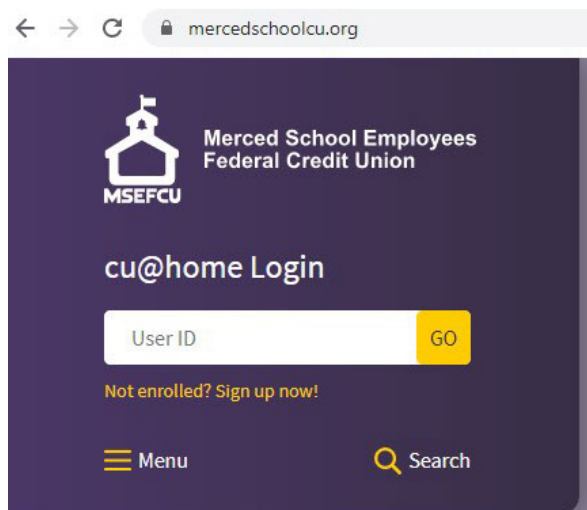


Forgot Your Password? We Can Help!

Forgot your password? That's OK. It happens. Gaining access to your account is secure yet straightforward. Our two-factor authorization process is safe and effective. When it comes to forgotten passwords or usernames, follow these step-by-step instructions to get back into your account in no time!

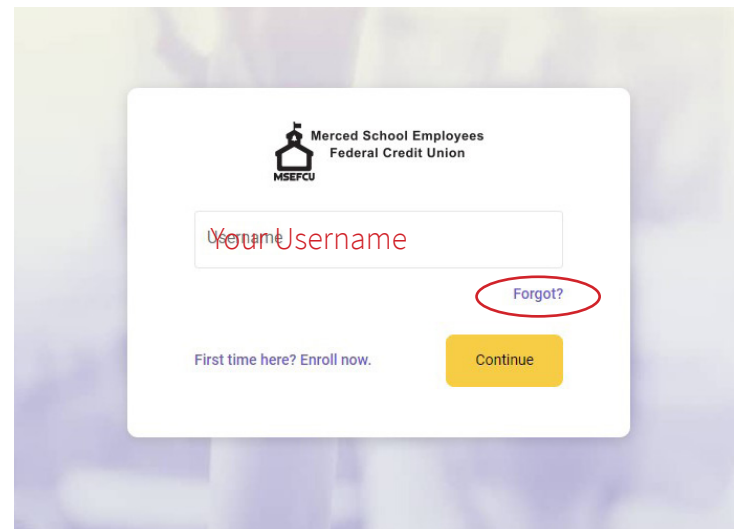
Go to www.mercedschoolcu.org

Once on our website, type in your username ID in the dark purple box in the top left corner of our homepage under cu@home Login. Click GO.



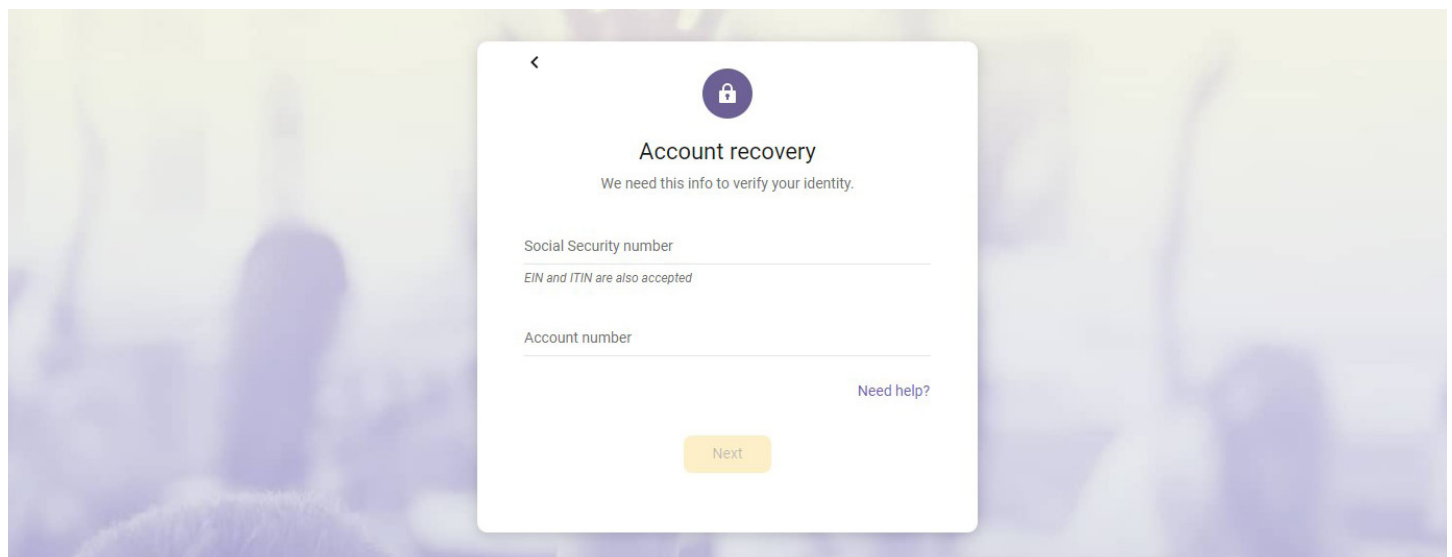
my.mercedschoolcu.org/login

You'll be redirected to our new cu@home online banking site, your username will be shown, and you will then click Forgot?



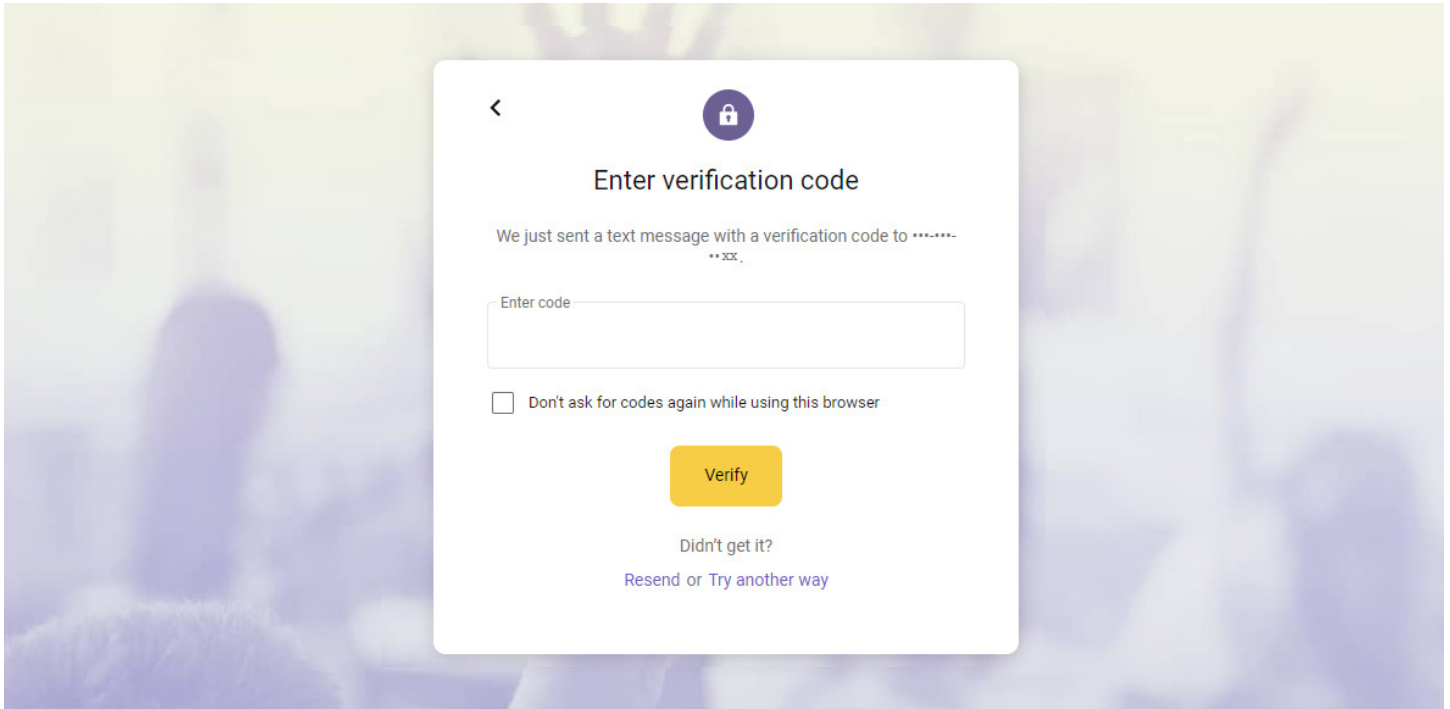
Verify Your Identity

Now is the time we need to verify who you are. Input the primary member's social security number and account number. Click next.




Enter Your Code

Wherever you selected to receive your verification codes (via text message, phone call, or the Authy app), you will need to enter the given code to complete your two-factor authorization. Before clicking Verify, you have the option to be opted out of receiving future verification codes for the browser in which you are on. For your account safety, only select this box if you are on a personal or trusted computer browser. Please be aware; if you do not select this box, you will receive new verification codes anytime you login to your cu@home Online Banking account. Click Verify when complete.



<



Enter verification code

We just sent a text message with a verification code to *****-***

Enter code

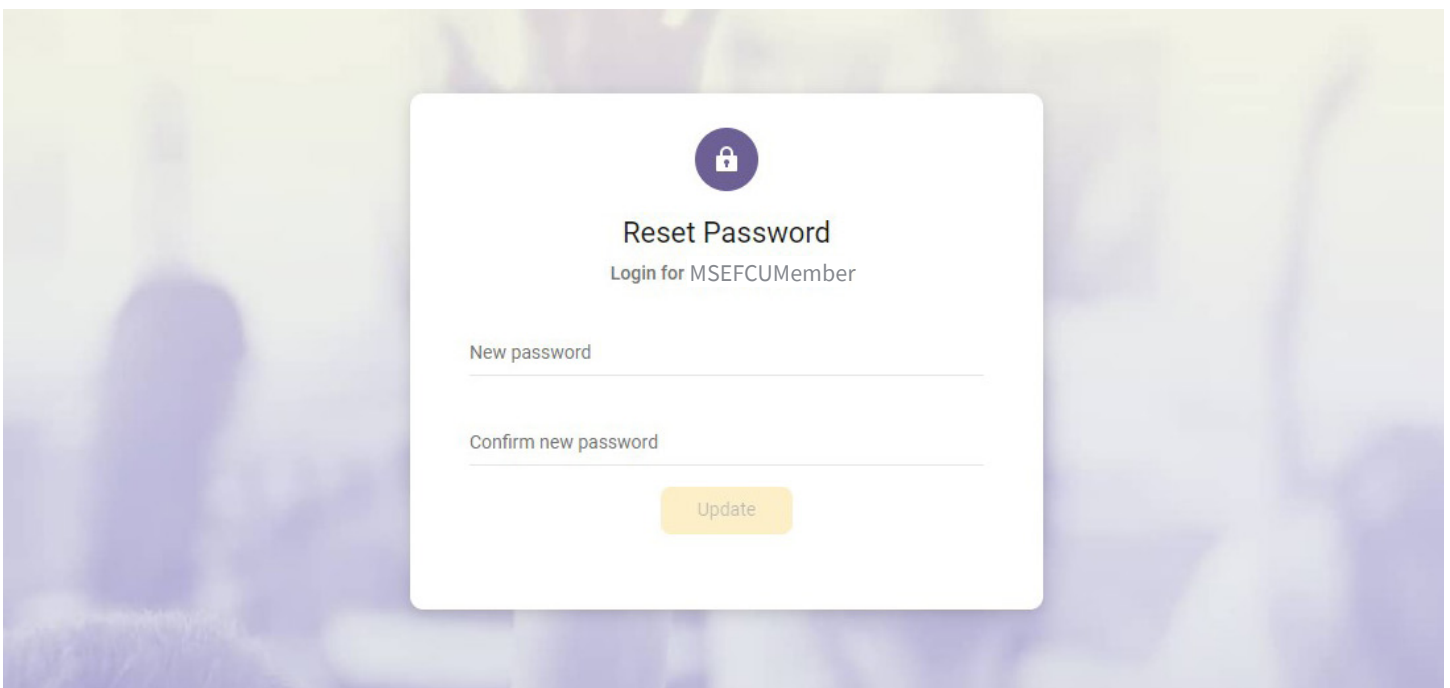
Don't ask for codes again while using this browser


Verify

Didn't get it?
[Resend or Try another way](#)

Password Reset

You will then be prompted to create a new password, confirm, then click update.





Reset Password

Login for MSEFCUMember

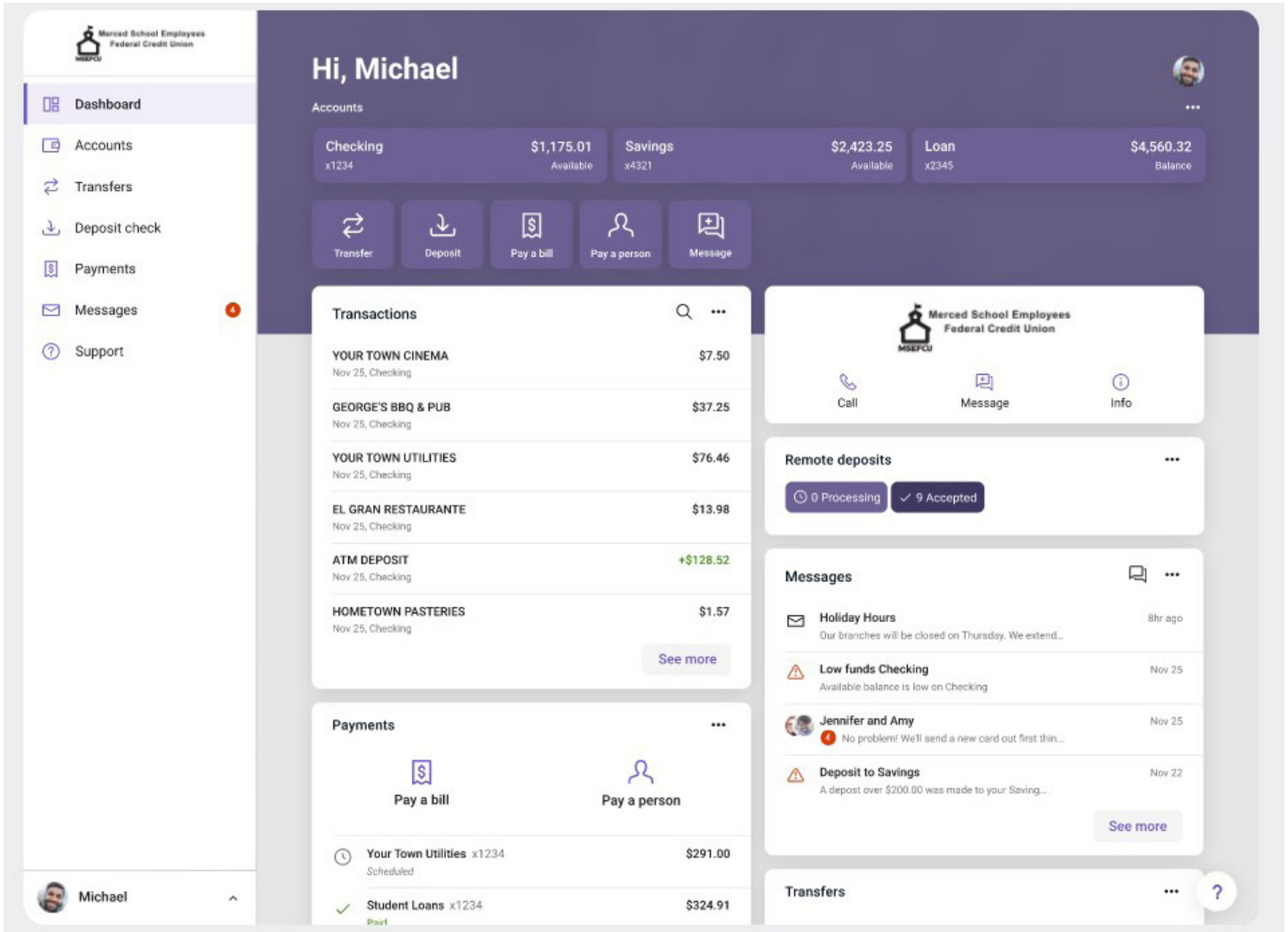
New password

Confirm new password

Update

You're Done!

Now you are back in your account to complete your banking needs.



Additional Information:

Still having trouble?

If you are still having trouble getting into cu@home Online Banking or the MSEFCU Mobile App account due to a forgotten username or password, please don't hesitate to reach out to us!

You can call (209) 383-5550 x148/144/154 for help, or you can contact us directly from our website at www.mercedschoolcu.org/our-info/about-us/contact-us. You can even start a conversation with us within cu@home Online Banking or through the MSEFCU Mobile App under the Support tab on the Main Menu.