

Changing your password for Online Banking

1. Login to *It's Me 24/7* .
2. Click on Forgot Password.

The screenshot displays the First General CU website interface. At the top, a dark blue navigation bar contains a home icon, the text "First General CU", and menu items: "What Else Can I Do?", "PIB", "Help", and "Contact Us". Below this is the FGCU logo and a row of social media icons for Facebook, Google+, Twitter, LinkedIn, YouTube, RSS, email, and a help icon. The main content area is divided into several sections:

- Secure Online Banking login:** A yellow box with a lock icon. It contains the text "If you have not set up your username, please enter your member number." and a "PIB Personal Internet Branch" logo. There are input fields for "Username:" and "Password:", a "Login" button, and a "Forgot Password" link circled in red.
- Credit Union Membership:** A white box with a photo of a woman and the text "Credit Union Membership Great Rates. Low Fees. Fantastic Service." with a "1 2 3" indicator.
- Check Your Shopping Funds Any Time, Anywhere!** A white box with text about mobile banking.
- Add Festive Colors to Online Banking:** A white box with text about changing site colors.
- Gift Yourself the Security and Convenience of eStatements:** A white box with text about receiving statements online.
- Older News:** A link at the bottom left of the main content area.

Additional promotional boxes on the left side include "Become a Member Today Apply Online" with a child's photo, "Why Join our Credit Union?" with a woman's photo, "CU SECURE Fight Identity Theft" with a lock icon, and "Apply for a" with a document icon.

3. Type in your Username and click continue.

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The main content area is divided into several sections:



- Secure Online Banking login:** A yellow box with a padlock icon. It features a "Password Reset" section with the text "Enter your Username:" and a text input field. A red circle highlights the input field. Below the field is a "Continue" button and a "Cancel" button. A small tip reads: "TIP Click continue to answer your security questions and reset your password. [Open Here](#)".
- Credit Union Membership:** A light blue box with a woman's photo and the text "Credit Union Membership", "Great Rates. Low Fees.", and "Fantastic Service." It includes a small "1 2 3" indicator.
- Check Your Shopping Funds Any Time, Anywhere!:** A white box with a headline and text: "Need to check your account balance while you are doing your holiday shopping? With Mobile Web Banking, you can check your funds any time via smartphone or other mobile device (without needing to download an app). Learn more by logging into online banking and clicking 'Go Mobile!'".
- Add Festive Colors to Online Banking:** A white box with a headline and text: "Looking to add winter colors to your online banking site? Log in and click 'Preferences' to change your pictures, color scheme, and even your start page.".
- Gift Yourself the Security and Convenience of eStatements:** A white box with a headline and text: "Receive your monthly statements through online banking and protect your financial information from potential identity thieves. Say goodbye to printed paper statements – sign up for eStatements today! Log in, select 'eStatements', then click 'Enroll Now'. For more tips on how to keep your money safe, visit cusecure.org".

At the bottom left, there are three smaller promotional boxes: "Become a Member Today Apply Online" with a child's photo, "Why Join our Credit Union?" with a woman's photo and a "Learn >>" link, and "Fight Identity Theft" with a padlock icon and a "Learn How >>" link. Below these is a partially visible "Apply for a" box.

At the bottom right, there is a link for "← Older News".

4. Answer the 3 questions.

It's Me 24/7 Online Banking LOGOUT 



Reset Password

In order to reset your password we need to verify your identity. Below are the security questions you set up earlier. Answer all three questions, then click the Proceed link. If all questions are answered correctly, you will then be asked to set up a new password for Online Banking.

Please verify your identity by answering the following questions:

What is your mother's maiden name?


What Department Store do you visit most often?

What is the model of your first car?

Hide my typing



[Proceed to Change Password](#)

 Can't remember your answers? If you cannot enter the answers correctly, you will need to contact the credit union. After we verify your identity, we can reset your questions and password for you, then you will need to log in right away and set up new ones.

 Want to choose different questions? Once you log in successfully, click the Preferences menu item in the upper right, then click the My Security Questions menu item on the left. You can choose new questions or provide different answers at any time.

5. Click on Proceed to Change my Password.

It's Me 247 Online Banking LOGOUT X



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6. Type in new password. Make sure it meets all the criteria based on the green checkmarks.

It's Me 24/7 Online Banking LOGOUT X

FGCU
First General
Credit Union

Change My Password

 Your password must be changed before you continue.

What are the requirements for my password?

- ✓ Your password must be at least 8 characters long, and you can use up to 256 characters.
- ✓ Combine at least three out of the following four choices: upper case letter, lower case letter, number, and a special character.
- ✓ A special character is any one of the following: `~!@#\$%^&*[]_+{}|:;?/<.>.\|-
- ✓ Your password is **case sensitive**.
- ✓ Your Online Banking password is **not** the PIN used for voice access.

Type your new password:

 ✓ Strong

Retype your new password:

Helpful Hints for Safe Passwords

- Make each new password completely unique; do not use a previous password.
- Passwords should not be similar to your account number.
- Do not create a password using personal information that is not secret, such as a child's name, birthdate or pet's name.
- Passwords should not read the same backward and forward. For example, don't use "123321" or "MADAM" because it reads the same backward and forward.

Page will timeout in 3:53

7. Click on Change My Password. You will receive a conformation of the changes. You are all set!

It's Me 24/7 Online Banking LOGOUT X



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- ✓ A special character is any one of the following: ~!@#%&*[]_+{}|:;?/<.>.\-
- ✓ Your password is **case sensitive**.
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Change My Password

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