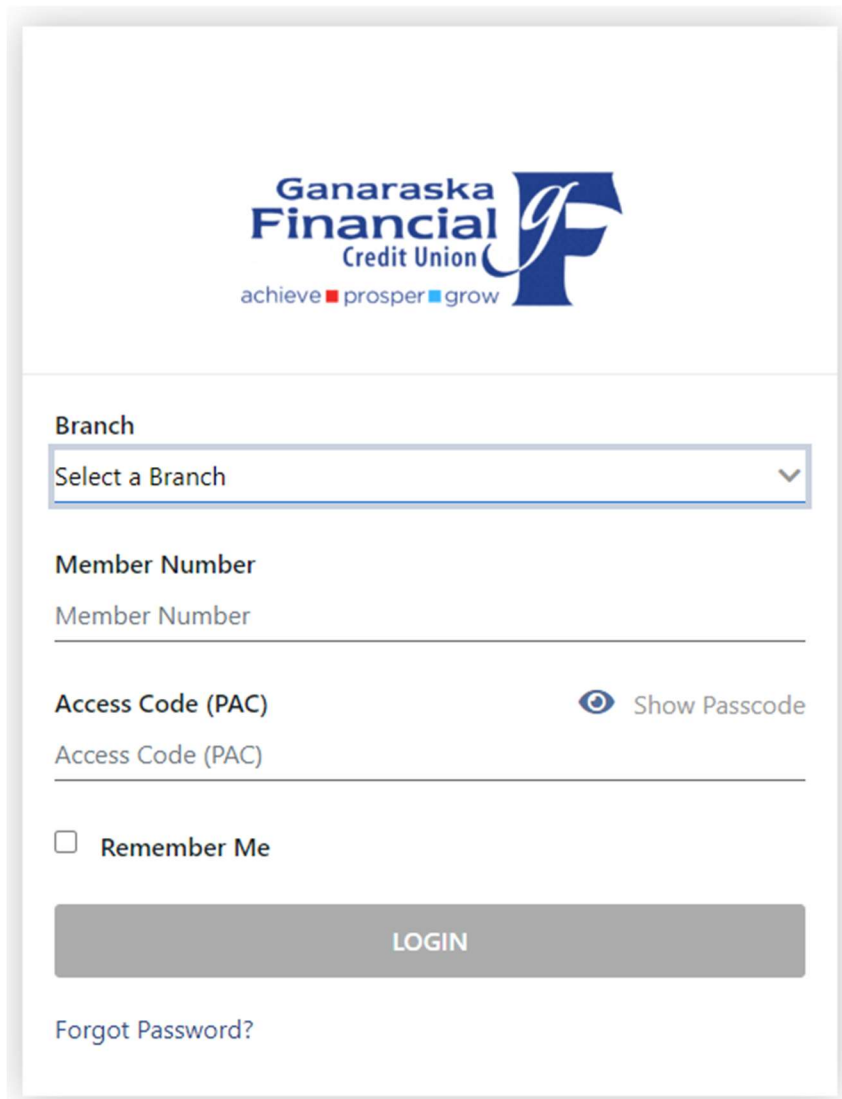


SELF-SERVE PAC RESET

Starting November 21, 2023, our online banking environment will include a new security feature called **2-step verification**. Once you have set-up 2-step verification on your GFCU online banking or mobile app account (reminder to do so by January 15, 2024) you will be able to update your online banking Personal Access Code (PAC)/password yourself, at any time.

Follow these simple steps if needing to re-set your PAC/online banking password:

Step 1: Click "Forgot Password?" under the login button on the online banking login page



The screenshot shows the login page for Ganaraska Financial Credit Union. At the top is the logo with the text "Ganaraska Financial Credit Union" and a large stylized "F", with the tagline "achieve prosper grow" below it. The login form includes a "Branch" dropdown menu with "Select a Branch" and a downward arrow. Below this is a "Member Number" field with a label and a text input area. The "Access Code (PAC)" field has a label, a text input area, and a "Show Passcode" link with an eye icon. There is a "Remember Me" checkbox. A large grey "LOGIN" button is at the bottom of the form, with a "Forgot Password?" link below it.

Ganaraska Financial Credit Union
achieve prosper grow

Branch
Select a Branch ▼

Member Number
Member Number

Access Code (PAC) [Show Passcode](#)
Access Code (PAC)

☐ Remember Me

LOGIN

[Forgot Password?](#)

Step 2: Enter your GFCU Member number and member branch used to login to online banking and your date of birth. After the information is entered press "CONTINUE".



Please Verify Yourself

Branch

Select a Branch



Member Number

Member Number

DATE OF BIRTH


yyyy-mm-dd



CANCEL

CONTINUE

Step 3: You will then be asked to verify it is you through 2-factor authentication (remember you have to have 2 factor authentication set-up on your account before you can use self-serve PAC/password re-set). You will be asked if you would like to receive your authentication code by text or email if you haven't already set this preference up. Then click "CONTINUE".



**Ganaraska
Financial**
Credit Union

achieve ■ prosper ■ grow

Please Verify Yourself

For your protection, we need to verify it's you by sending you a verification code.

How would you like to receive it?

☒ Text Message (Recommended)

We will send a text message to phone number *****3762 to authenticate your identity.

CANCEL

CONTINUE

Step 4: On the next page, you will input the code that you have been texted or e-mailed and click "CONTINUE". Ensure you use the code within 10 minutes or it will expire.



Enter Your Verification Code

Please enter the verification code that was sent to phone number *****3762.
If this is no longer the correct phone number, please contact Customer Service.

ENTER VERIFICATION CODE

Didn't receive a code? [We can send a new verification code](#)

CONTINUE

Step 5: You will be directed to a page where you select a new Personal Access Code (PAC). Type your new online banking password (PAC) on both lines and then select "CONTINUE".



Access Code (PAC) Reset

[Online Banking Help](#)

Your new Personal Access Code (PAC) must be 8-30 Characters and include one Upper Case Letter, One Lower Case Letter, One Number and One Special Character. You are required to enter it twice. Click on [Online Banking Help](#) listed above for further information.

 [Show Passcode](#)

New Passcode

Re-enter new passcode

CANCEL

CONTINUE

Step 6: You will then be re-directed to the following “success” confirmation page that your new password has been accepted. It is now time to login to online banking with your new PAC. Click “GO TO LOGIN” button to do your banking.



✓ Success

Passcode is reset successfully. You can now login with the new passcode.

[GO TO LOGIN](#)