Your Step By Step Guide to Retrieve your security questions
**Step 1**

On the pre-login Screen, click on “Register/Forgot Password”

**Step 2**

Select “Forgot Username/Password/Secret Questions”

**Step 3**

Click “Forgot Secret Question”, then choose to reset it with your Account Number or Credit Card
If you select to reset Secret Question with Account Number:

- Enter your Account
- Enter your Active Debit Card Number
- Enter the letters shown in the image
Step 6
Enter your User ID

Step 7
Set your first Secret Question

Step 8
Set your second Secret Question
Set your third Secret Question

Finally, Select “Call Eva Now” to authorize the updated Secret Questions