Your Step By Step Guide to
Retrieve your User ID
Step 1
On the pre-login Screen, click on “Register/Forgot Password”

Step 2
Select “Forgot Username/Password/Secret Questions”

Step 3
Click “Forgot User ID”, then choose to retrieve it with your Account Number or Credit Card
If you select to retrieve the User ID with Account Number:

- Enter your Account
- Enter your Active Debit Card Number
- Enter the letters shown in the image
Step 5

Step 6

The User Id has successfully been retrieved, use it to login to Mobile/Online Banking.