

# New Username & Password Information For Online Banking

All GRCCU Online Banking users must have a Username that follows the following guidelines before August 25, 2021.

- ◆ Usernames are from 1 to 20 characters.
- ◆ Usernames may contain only letters and numbers. No special characters are allowed.
- ◆ Usernames may NOT start or end with a space.
- ◆ Usernames are NOT case sensitive.
- ◆ Usernames may NOT be all numbers.
- ◆ Usernames may NOT contain your account number.
- ◆ Usernames may NOT contain your first or last name.
- ◆ Use a word or phrase that is meaningful to you so you can easily remember it. Using a combination of letters and numbers increases the security level even more.

## To Change Your Username

Log in to your GRCCU Online Banking account. Hover over *Info Center*. Click on *Username*.

All GRCCU Online Banking users must have a Password that is 10 characters long and includes 3 of the 4 following criteria before August 25, 2021:

- Uppercase Letter
- Lowercase Letter
- Number
- Special Character

## To Change Your Password

Log into your GRCCU Online Banking account. Hover over *Info Center*. Click on *Password*.