

## **FREQUENTLY ASKED QUESTIONS FOR ONLINE BANKING**

### ***How do I reset my online banking password?***

Go to the home banking login screen and, click “forgot your password” to reset your password.

Please note: you must have access to the email used to enrollment. If you do not have access to that email or have been locked out, please contact at [memberservices@diversifiecu.org](mailto:memberservices@diversifiecu.org) or 1-800-333-7757 so we may reset you.

### ***How do I reset my username?***

If you have forgotten your online banking username, please contact us for assistance. Or login to your account and go to profiles and click on reset user name.

### ***How do I edit an alert?***

In the Alerts section, choose the alert you wish to edit from your list of alerts. Click through the “edit alert” screen to change your alert settings. You can also choose “delete alert” in the bottom-left corner to remove the alert completely.

### ***How often will I receive my alert notifications?***

If you have opted to receive text-notifications, your alerts will come from a 10-digit phone number and will always include our email and name at the top of the message. If you doubt the authenticity of an alert you receive, verify the alert is one that you set-up in your online banking.

### ***Why do I need to write down my transfer confirmation number?***

DCU does not have the ability to look up transfer confirmation numbers; however, we can contact our online banking provider on your behalf if you saved the confirmation number.

### ***How do I transfer to another account number within online banking?***

If you wish you view another account that you are a joint owner on within the same online banking login, we can manually link your accounts for you. Please send us a secure message with the account number you wish to link within online banking.