

What if I forgot my password?

We recommend that all users set up the Forgotten Password feature as part of their initial set up. This will allow you to reset your own password if you forget it; otherwise, you will need to contact the credit union.

How do I set up the forgotten password feature?

- Log in to OnlineAccess
- Click on the User Options tab
- Click on Personal
- Enter an email address or confirm the one that is filled in
- Enter Password Reset Question (this is NOT case sensitive)
- Enter Password Reset Answer (this IS case sensitive)

How do I retrieve my password if I forget it?

- Click on the "Forgot Your Password" link on the OnlineAccess login page
- Enter username, email address, and email subject
- You will receive an email with a link that you will click on (link is valid for 2 hours)
- You will enter your username and answer your forgotten password question
- Go back to www.mainstreetcu.org and log in with your new password