

i-Access Security upgrade April 2007

Getting Started

- First, you will no longer login into i-Access with your account number. You will be required to set up a username for your internet account. You will only use this username for i-Access. You will continue to use your account number at the branch and on Audio Response.
- Your i-Access password WILL NOT change.
- When you login into i-Access you will notice the wording has changed. You will be prompted to “Please enter your username”. At this time you will enter your account number and password. You will then be prompted to enter a username, going forward this is what you will login with, not your account number. Your user name must be between 8-12 letters or numbers and begin with a letter.
- You will then be prompted to login again with your new user name and password.
- You will then answer 3 security questions. These questions will be used to further verify your identity if we detect any activity that does not seem like your typical behavior.
- After you confirm your answers to the security questions you can continue to your account summary.