

On June 17, 2013 an upgrade to your Username was made available. We have come up with these step by step instructions to help you access your account. If you have already changed your username and are still having issues accessing your account please check out the section below labeled First time login with New username.

## Upgrade your username

On the Pantex FCU homepage:

- 1) enter your account number in the Username box
- 2) enter your password in the Password box
- 3) press the LOGIN button.



After you press the LOGIN button the system is going to check your existing Username and Password to make sure they meet the new security requirements. If they do not meet the security requirements you will be presented one of two screens.

If your username is the only thing that needs to be updated you will get this screen:

### We're enhancing our services.

A screenshot of the 'Create your username' screen. It includes a photo of a woman at a laptop, a message stating 'We've made improvements to our system that require you to create a new username.', and a form with 'Current username' (99999) and 'New username' (az99999) fields. A callout box points to the 'New username' field with the text: 'Please Note this is asking for a New Username, not a password'. Below the form is a 'Save and go to my account' button.

We've made improvements to our system that require you to create a new username.

**Create your username.**

Current username 99999

New username az99999

Minimum of six characters  
Cannot be all numbers

Save and go to my account

If you're your username and password needs to be updated you will get this screen:

## We're enhancing our services.



We've made improvements to our system that require you to create a new username and password.

### Create your username.

Current username 99999

New username

Please Note this is asking for a New Username, not a password

### Update your password.

New password

Retype password

Please Note this is asking for a New password

After you update your username and password press the Save and go to my account button.



You will be presented with the “Please verify your contact information” Page . On this page it is recommended that you add a telephone number. This does not have to be a cell phone and it does not have to have texting capabilities.

You have the option to edit the existing information on this page by clicking on the Edit link or you can add a phone number by pressing the Add an alternate phone link.

### Please verify your contact information.

For your security, take a moment to provide your information. Then, select where you would like to receive your verification code to confirm it. If there is a login from a computer we don't recognize, we'll contact you.

**Where should we send the code?**

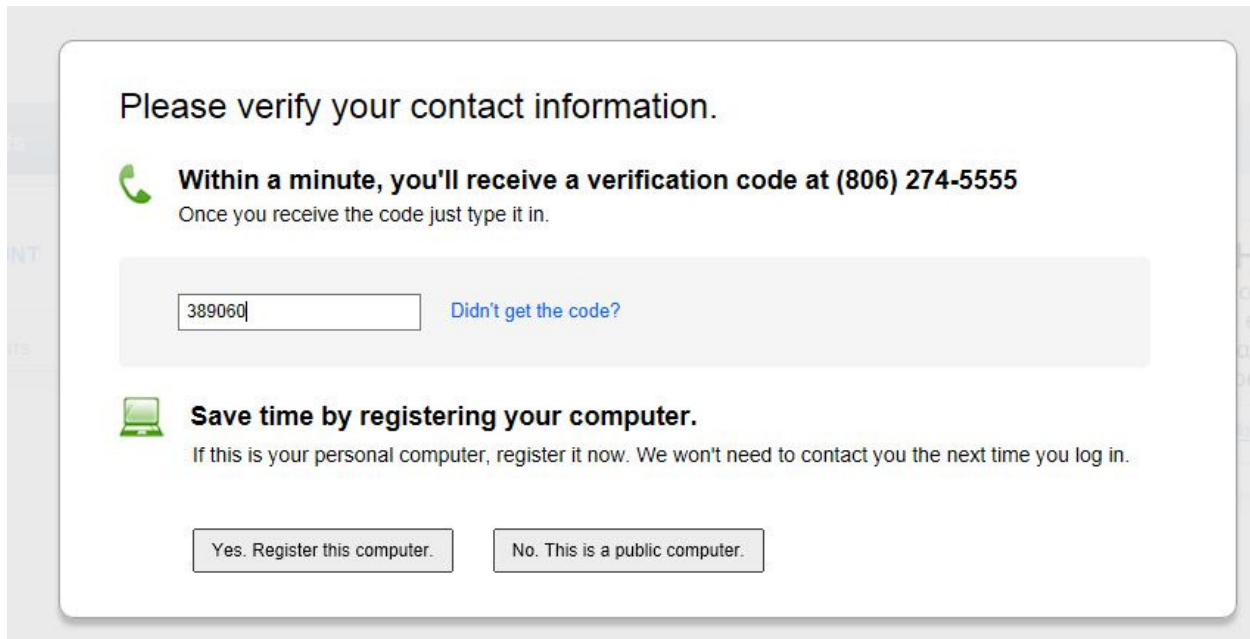
 (806) 274-5555 <a href="#">Edit</a>	<input type="button" value="Call me"/>	<input type="button" value="Text me"/>
 username@email.com <a href="#">Edit</a>	<input type="button" value="Email me"/>	

Additional ways to reach you: [Add an alternate phone](#)

Message and data rates may apply for text option. For help or information send "help" to 44833. To cancel at anytime send "stop" to 44833. By clicking the 'Text me' button you agree to the [Terms & Conditions and Privacy Policy](#)

After you have verified the information, you will need to click on either the “Call me”, “Text me” or the “Email me” links to have your verification code sent to you.

When you click one of those links you will get the following page:



The screenshot shows a web page with a white background and a light gray border. At the top, it says "Please verify your contact information." Below this is a green telephone icon followed by the text "Within a minute, you'll receive a verification code at (806) 274-5555". Underneath that, it says "Once you receive the code just type it in." There is a text input field containing "389060" and a blue link "Didn't get the code?". Below this is a green laptop icon followed by the text "Save time by registering your computer." Underneath that, it says "If this is your personal computer, register it now. We won't need to contact you the next time you log in." At the bottom, there are two buttons: "Yes. Register this computer." and "No. This is a public computer."

On this page you will enter the code that is sent to your phone, or email.

Then the next step is registering your computer section

- 1) If you are using a Public computer press "No. This is a public computer." If you press that the next time you log onto that same computer you will be presented with the verify contact information page again, and will have to have the verification code sent to you again.
- 2) If you are on a home computer you can press the "Yes, Register this computer" and as long as you do not clear your cookies you will not have to do the verification code again.

You should now be logged into your account.

## First time login with New username.

After you have changed your username and want to log back into your home banking account, you will need to go to the Pantex FCU home page. Now instead of using your account number as your username you will use the New username you created.

A screenshot of a web browser showing the 'Online Account Access' login page. The page has a teal background with a large white arrow pointing right. On the left side, there is a vertical navigation menu with a 'GO' button at the top and a 'Membership' link below it. The main content area contains the following elements: a 'Username' label above a text input field containing 'NEW USERNAME'; a 'Password' label above a text input field containing 'PASSWORD'; a 'LOGIN' button to the right of the password field; and a 'More Info...' dropdown menu below the password field.

After you enter your new username and password press login.

You should now be taken into your home banking session.