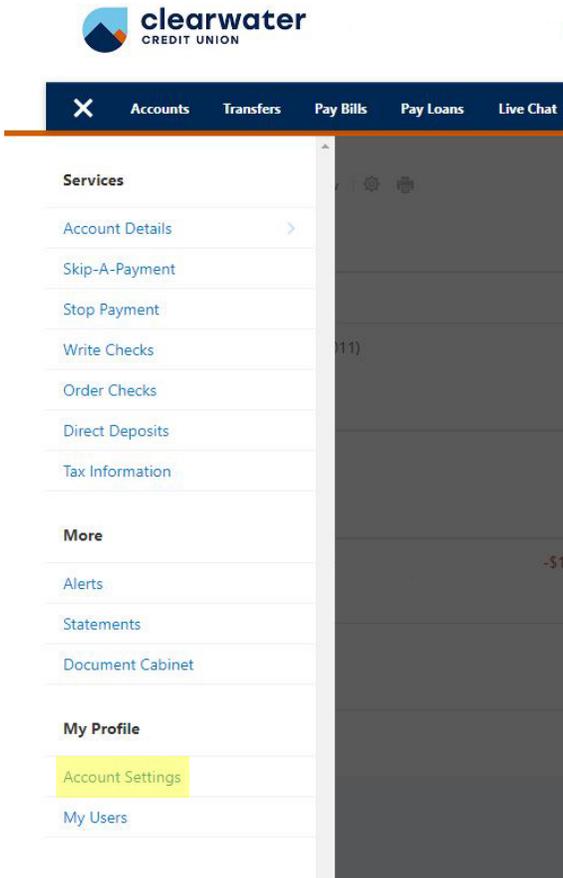
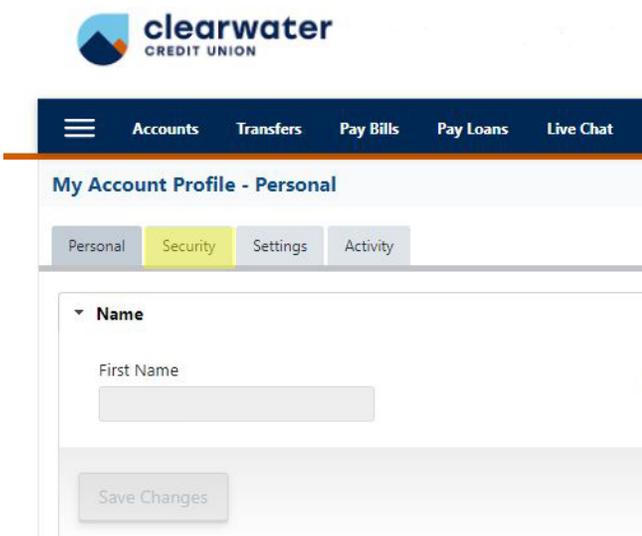


Changing Your Challenge Questions

1. Log in to Online Banking, select the menu dropdown on the left of the menu bar: Then select Account Settings under My Profile:



2. Select the Security tab:



3. Select the Challenge Questions accordion:

The screenshot shows the 'My Account Profile - Security' page. At the top, there is a navigation bar with 'Accounts', 'Transfers', 'Pay Bills', 'Pay Loans', and 'Live Chat'. Below this, the page title is 'My Account Profile - Security'. There are four tabs: 'Personal', 'Security', 'Settings', and 'Activity'. The 'Security' tab is active. Under the 'Security' tab, there are several accordions: 'User Name', 'Password', 'Challenge Questions', 'Message Delivery Options', and 'Additional Authentication'. The 'Challenge Questions' accordion is highlighted in yellow. Below the 'User Name' section, there is a text box for 'User Name' and a note: 'After changing the User Name, your session will terminate and you will be required to Log in with the new User Name.' Below this, there is a 'Save Changes' button.

4. Enter the new challenge questions and answers, then select Save Changes.

The screenshot shows the 'My Account Profile - Security' page with the 'Challenge Questions' section expanded. At the top, there is a navigation bar with 'Accounts', 'Transfers', 'Pay Bills', 'Pay Loans', and 'Live Chat'. Below this, the page title is 'My Account Profile - Security'. There are four tabs: 'Personal', 'Security', 'Settings', and 'Activity'. The 'Security' tab is active. Under the 'Security' tab, there are several accordions: 'User Name', 'Password', 'Challenge Questions', 'Message Delivery Options', and 'Additional Authentication'. The 'Challenge Questions' accordion is expanded. Below the 'Challenge Questions' section, there is a text box for 'User Name' and a note: 'After changing the User Name, your session will terminate and you will be required to Log in with the new User Name.' Below this, there is a 'Save Changes' button. The 'Challenge Questions' section contains the following text: 'To increase the security of your online banking sessions and to protect your online banking identity, we will ask you to answer a set of challenge questions. First, you must create the answer to these questions. Select a question from drop down list and enter an answer. In addition to credit union provided questions, create your own question and answer. Note: you must answer every question displayed on the screen.' Below this, there are two sections: 'Credit Union Challenge Questions' and 'Personal Challenge Questions'. The 'Credit Union Challenge Questions' section has a 'Show answer(s)?' checkbox. Below this, there are two rows of input fields for questions and answers. The 'Personal Challenge Questions' section has a text box for a question and an answer field. Below this, there is a 'Save Changes' button.