Forgot Username Guide

Purpose

Follow this step-by-step guide to retrieve your login credentials for Online/Mobile Banking.

Mobile App   Browser

1. Using your mobile App or browser, select **Forgot Username.**

2. Complete the fields with the information that is on file. Then, select how you wish to receive your username; email and SMS text are both options. Input either the email address or mobile phone number you have on file to retrieve your username then select **Continue.**

3. If the login is successfully retrieved, a success message will appear. Select **Go to Login** to use the retrieved username and login.
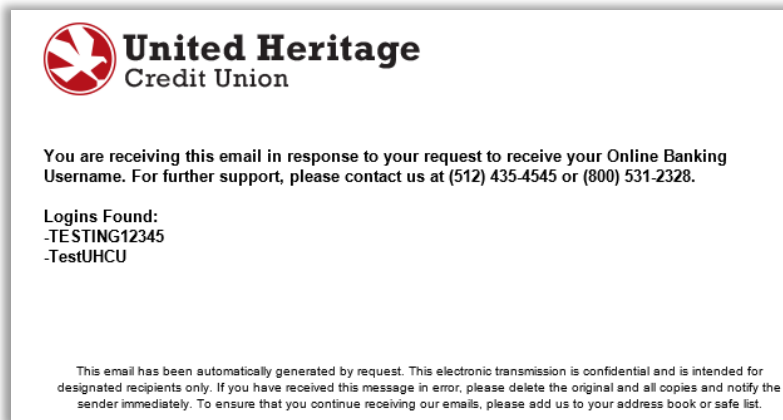
4. If SMS text was selected, your username will be sent to your mobile phone from code 86434.

> UHCU You are receiving this message in response to your request to receive your Online Banking Username. For further support, please contact us at (512) 435-4545 or (800) 531-2328. Login Names Found: –TESTING12345 –TestUHCU

5. If email delivery was selected, your username will be sent to your email on file from notifications@uhcu.org.

United Heritage Credit Union

You are receiving this email in response to your request to receive your Online Banking Username. For further support, please contact us at (512) 435-4545 or (800) 531-2328.

Logins Found:
-TESTING12345
-TestUHCU

This email has been automatically generated by request. This electronic transmission is confidential and is intended for designated recipients only. If you have received this message in error, please delete the original and all copies and notify the sender immediately. To ensure that you continue receiving our emails, please add us to your address book or safe list.

6. If this message appears, please verify the information input and try again. If the issues persists, please contact us at 512.435.4545 or Toll-Free at 800.531.2328.

⚠ Please verify the information entered and try again. If you continue to receive this message, please contact us at (512) 435-4545 or (800) 531-2328.