

How to **update** your password for online banking

Instructions for updating your online banking password for personal banking. (If you use the Pathwise APP on your mobile you must first update your login online before setting up)

You will need the following:

- Your Debit Card **or** your Secure Login ID*
- The last 4 digits of your SIN

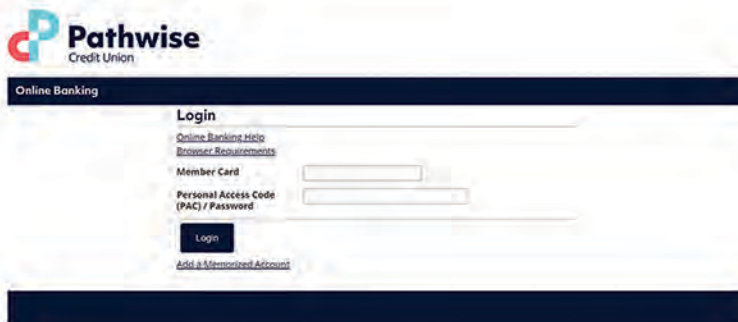
*if you do not have a debit card and did not get a Secure Login ID in the mail, please request one from a Pathwise Team Member.

STEP 1

Visit **www.pathwise.ca**
Click on the **LOGIN** button.

STEP 2

Login with the following
Member card = **Debit Card Number** (or your **Secure Login ID**)
Personal Access Code (PAC)/ Password = **Temporary Password****

The image shows a screenshot of the Pathwise Credit Union Online Banking login interface. At the top left is the Pathwise Credit Union logo. Below it, the text 'Online Banking' is displayed. The main section is titled 'Login' and contains several links: 'Online Banking Help', 'Browser Requirements', 'Member Card', 'Personal Access Code (PAC) / Password', and 'Add a Memorized Account'. There are two input fields: one for the Member Card and one for the Personal Access Code (PAC) / Password. A 'Login' button is located below the input fields. The entire login form is enclosed in a dark blue border.

Your temporary passcode is: The first 2 letters of your last name + the last 4 digits of your SIN+ the last 4 digits of your SIN (enter the last 4 digits twice)
*ie. If your name is JOHN SMITH and your SIN is 123-456-789 your temporary passcode will be: Sm67896789 (*Note the first letter is Capital)*

STEP 3 Terms and Conditions Page

Scroll to the bottom of the page.

Enter your **Temporary Passcode** again in the space.

Click **Next**

STEP 4 Enter the following details:

Current Access Code: Temporary Passcode

New Access Code: You will need a password that is a minimum of 8 characters long, 1 upper case, 1 lower case, 1 number (you CAN add special characters- but not required). *ie. Pathwise123*

Verify New Access Code: Enter your new Access Code again

Click **Submit**

Change Access Code

To change your Access Code, enter your current Access Code; then enter your New Access Code and verify it by entering it again. Click on [Help](#) for further information.

Current Access Code

New Access Code

Verify New Access Code

Submit

| [Cancel](#)

STEP 5 Set up your security questions. ****This is a must. You will only be given 15 min to complete this, or you maybe locked out for security reasons.**

Only 3 answers are required to be setup from any of the sections.

Click **Next**

Next screen - click **Next** again.

Now you are all set to start online banking.