



Frequently Asked Questions:

I am setting up my login information for the first time & I am being asked for an audio response PIN. Where can I get one?

You will need to contact your local branch to have a new audio response PIN generated for you.

“How can I reset my security code?”

Go back to the home page, click on the link next to ‘Forgot Security Code.’ You will be emailed a temporary security code that will expire after 15 minutes. Be sure we have a current email address you can access. Please allow 15 minutes to receive your temporary security code & be sure to check your Spam/Junk folder. You may **NOT** use an old security code.

“I recently reset my security code & my new one is not working. What can I do?”

You will need to check your internet and/or computer settings to ensure old passwords are not being saved as this will prevent your new security code from being accepted.

“I have been completely locked out of my home banking account. What can I do?”

You can try again after 15 minutes. The system will automatically reset itself. You may also need to reset your security code by using the link next to ‘Forgot Security Code’.

“How can I find out what my login ID is?”

You will need to contact our Processing Department at 559-561-4473 to have it reset to your member number. ***Please note:** After successfully logging in, we strongly suggest personalizing your login ID & **NOT** using your member number.

“I am being asked a security question I did not set up. What can I do?”

You will need to contact our Processing Department at 559-561-4473 to have your questions reset. ***Please note:** If you are attempting to login on our mobile app, you will need to access your home banking account on an actual computer to set up your new questions & answers. *After you have set them up on the computer, you will be able enter the new answers on the mobile app.*