



Your First Login to OnPath's New Digital Banking (Mobile) June 2025

Welcome to the enhanced OnPath Credit Union digital banking experience! Follow these simple steps to get started on our new mobile app.

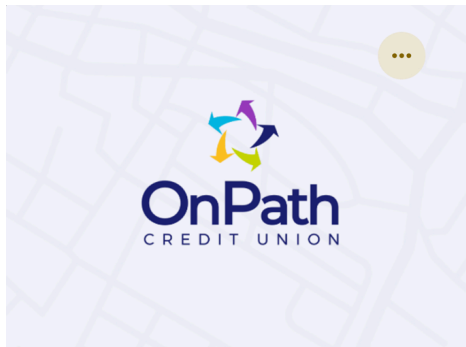
Step 1: Get the New App! (MOBILE APP ONLY)

If you are attempting to use our Mobile App, please follow this step first. If you are trying to log into Online Banking via a browser, please login at our website BeOnPath.org and follow steps 2-6.

- Delete the Old App: First things first, please delete the old OnPath Credit Union mobile app from your device.
- Download the New App: Head over to your device's app store (Google Play Store for Android or Apple App Store for iOS). Search for "OnPath Credit Union" and download the new app. Look for our updated logo!

Step 2: Access the Login Page

- Open the newly downloaded OnPath Credit Union app.
- On the login screen, select the "Forgot Name or Password" link.
- Click on the verify you are human box to continue



[Forgot Username or Password?](#)

[Register a New Account](#)

Step 3: Accept Disclosures & Choose Reset Option

- You will be prompted to accept our disclosures. Please review and accept to continue.
- After accepting, you will see two options: "Reset My Business Sub User" or "Reset My Password." Please choose "Reset My Password."

Please accept the disclosure

Service. Clicking on the "I Agree" button also indicates your acceptance of the terms and conditions of this Agreement in this electronic format.

(If you do not agree, choose cancel below.)

If you click "cancel" you can still enroll at a later time. You will still be asked to accept the terms and conditions of this Agreement.

☒ I Agree

Continue

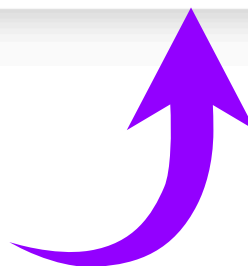
I Want To

Reset my business sub user password

Choose this if you are a business sub user and you forgot your password

Reset my password

Choose this if you're an individual or a business and forgot your password



Step 4: Verify Your Identity

- To verify your identity, you will need to enter your Social Security Number (SSN) and your current username.
- You will then be asked to answer two out of three security questions.

Verify Your Identity

Now answer any two of the questions below:

Social Security Number

●●●●●●●●

👁

Username

Digital Banking Username

Now answer any two of the questions below:

Email (optional)

Date of birth (optional)

01/01/1935

ZIP Code (optional)

70002

Continue



Step 5: Multi-Factor Authentication (SMS)

- For your security, we will send a verification code via SMS to the mobile phone number OnPath Credit Union has on file for you.
- Enter the verification code you receive into the app.

Password Reset Method



SMS Text

A one-time code will be sent to your mobile phone.

Select Phone Number
(***) ***-*055



Voice call

You will get a call that reads a one-time code to you.

Verification Code

A 6-digit code has been sent to your phone number (***) ***-*055.

2 2 5 9 3 8

Code will expire in 1441 minutes

Resend code or Change method

Continue

Verify

Step 6: Create Your New Password

- Once your identity is verified, the "Create Your Password" screen will appear.
- Password Requirements: Your new password must meet the following criteria:
 - At least 8 characters long.
 - Include at least one lowercase letter.
 - Include at least one uppercase letter.
 - Include at least one number.
 - Cannot be your username.

Create your password

Your password must be at least eight characters in length, contain at least one lowercase letter, at least one uppercase letter, and at least one number.

Password

Confirm Password

We're excited for you to experience our new and improved digital banking! If you encounter any issues, please don't hesitate to contact us.