

Oahu Federal CU Online Banking

On November 28, 2017, an enhanced Online Banking product will replace the current program. The new Online Banking product is very powerful, is easier to use and has additional security features to protect your information.

When you log in to Online Banking on November 28, 2017 or after, you can use your current User ID and password. The system will then require you to set up a different User ID and password. Simply follow the instructions and you are on your way with the new Online Banking!

Below are some of the more frequently asked questions:

What are the requirements for my User ID?

User ID's must be at least 4 characters long. The User ID must contain at least one letter and cannot contain the member's account number (before, the User ID was your primary account number but for better security, the account number can no longer be used).

What are the password requirements?

Passwords must be at least 6 characters in length and must contain at least one letter and one non-letter. Password must not contain user name or account number. Passwords are case sensitive.

How many chances do I get to correctly answer my password?

You have 3 chances to correctly answer your password. If you are locked out, you can use the "Forgot User ID/Login" link to reset your password.

How much does Online Banking cost?

Online Banking is a FREE service.

What do I do if I get locked out or forget my password?

You can unlock your account by clicking on the "Account/Lockout Reset" and answering the security questions that you set up and providing account information. You are only able to unlock your account *once* every 24 hours. If unsuccessful, you can call us during normal business hours.

What do I do if I don't remember my answers to the security questions and I get locked out of Online Banking?

You will have five chances to provide the correct answer before your account is locked. You will need to call the credit union after the fifth attempt.

Can I change my security questions and/or answers?

You can change your answers but the questions will be the same. When you log into your account, above your name and address, there is a link to Change Security. Your User ID and Password can also be changed in this area.

REMINDER: Please replace the existing Online Banking log-in page from your "Favorites" or "Benchmarks," with the new login page on or after November 28, 2017.

