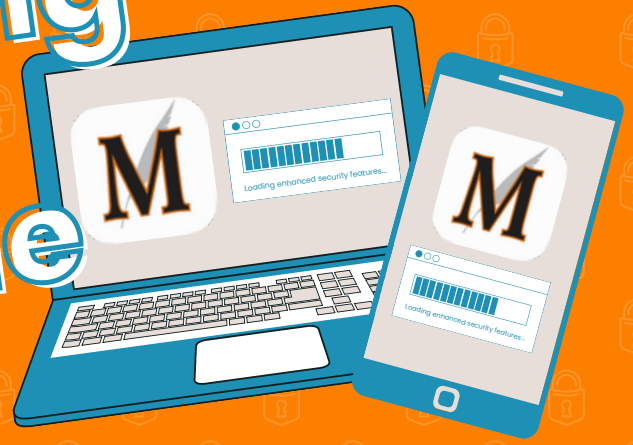


# Online Banking and Mobile App Upgrade



Over the next few days, don't be alarmed if you log into our online banking or mobile app platforms and you are asked to change your password.

A security upgrade is being installed, and as part of the upgrade we will be asking all users to update their passwords.

To change your password, follow the prompts on your screen or follow this guide for help.

**Forgot your password, or get locked out?**

Fill out our reset form at <https://www.mediancu.mb.ca/access-reset>



What are the Password or Personal Access Code (PAC) requirements?



## Online Banking troubleshooting

I logged into my Online banking but am being asked to change my Personal Access Code (PAC).

I am getting an Invalid New Personal Access Code Error when I try to change my password

I am getting an Alert when I try to change my password

I am getting Two Invalid New Personal Access Code Errors when I try to change my password

I am getting an Invalid Access Code or Card # error when I try to log in.

## Mobile App troubleshooting

I logged into my Mobile App but am being asked to change my password

I am getting an Invalid New Password Error when I try to change my password

I am getting an Incorrect Personal Access Code Error and Character Length Error when I try to change my password

I am getting a Verify New Password Does Not Match Error when I try to change my password

I am getting an Invalid Access Code or Card # error when I try to log in.



# What are the Password or Personal Access Code (PAC) requirements?

## EXAMPLES OF ACCEPTABLE PASSWORDS

\* \* \* \* \*

9-12 characters long

S \* \* \* Q \* \* \* \* R \*

At least 1 upper case (capital) letter (A-Z)

\* \* f \* \* \* i \* e \* \*

At least 1 lower case letter (a-z)

\* \* \* 2 \* \* 7 \* \* \* 6 \*

At least 1 number (0-9)

\* # \* \* \* \* ! \* \* \$

At least 1 accepted special character

Accepted Special Characters: @ # \$ - | !

NOTE: You cannot re-use any of your 10 previous passwords

Need more help in changing your password? Contact us and we will be happy to assist.

Phone: 204-943-9111 or 431-222-2981

Toll Free: 888-955-9558

After hours: 888-273-3488

Email: [info@mediancu.mb.ca](mailto:info@mediancu.mb.ca)

MEDIAN  
CREDIT UNION



# I logged into my Online banking but am being asked to change my Personal Access Code (PAC) - step one

**ME-DIAN CREDIT UNION**

HOME  
LEGAL  
SECURITY  
PRIVACY

**Change Personal Access Code (PAC)**

To change your Password, enter your current Password, then enter your new Password and verify it by entering it again. Your new Password must be between 9-12 characters and must contain at least 1 upper case letter, at least 1 lower case letter, at least 1 number, and at least 1 special character. Special characters are limited to @ # \$ - | !

NOTE: You cannot re-use any of your previous 10 Passwords

**Successful**

Current PAC

New PAC

Verify New PAC

|

Personal Access Code (PAC) = Password

## STEP ONE

In the section asking for your Current PAC, enter your current personal access code, or password, which is the password that you used to log in.





# I logged into my Online banking but am being asked to change my Personal Access Code (PAC) - step two

**ME-DIAN CREDIT UNION**

HOME  
LEGAL  
SECURITY  
PRIVACY

**Change Personal Access Code (PAC)**

To change your Password, enter your current Password, then enter your new Password and verify it by entering it again. Your new Password must be between 9-12 characters and must contain at least 1 upper case letter, at least 1 lower case letter, at least 1 number, and at least 1 special character. Special characters are limited to @ # \$ - | !

NOTE: You cannot re-use any of your previous 10 Passwords

**Successful**

Current PAC: \*\*\*\*\*

New PAC:

Verify New PAC:

Personal Access Code (PAC) = Password

**STEP TWO** In the section asking for a New PAC, enter a new password that meets the requirements below.

NOTE: You cannot re-use any of your 10 previous passwords

**REQUIREMENTS**

- 9-12 characters long
- At least 1 upper case letter (A-Z)
- At least 1 lower case letter (a-z)
- At least 1 number (0-9)
- At least 1 of the following special characters @ # \$ - | !

**SEE EXAMPLES OF ACCEPTABLE PASSWORDS**



# I logged into my Online banking but am being asked to change my Personal Access Code (PAC) - step three

**ME-DIAN CREDIT UNION**

HOME  
LEGAL  
SECURITY  
PRIVACY

APPLY FOR YOUR ME-DIAN CREDIT CARD

### Change Personal Access Code (PAC)

To change your Password, enter your current Password, then enter your new Password and verify it by entering it again. Your new Password must be between 9-12 characters and must contain at least 1 upper case letter, at least 1 lower case letter, at least 1 number, and at least 1 special character. Special characters are limited to @ # \$ - | !

NOTE: You cannot re-use any of your previous 10 Passwords

**Successful**

Current PAC: [\*\*\*\*\*]

New PAC: [\*\*\*\*\*]

Verify New PAC: [ ]

Submit | Cancel

Personal Access Code (PAC) = Password

**STEP THREE** In the section asking you to Verify New PAC, enter the new password that you created in STEP TWO. Make sure you enter it exactly the same or you will get an error.





# I logged into my Online banking but am being asked to change my Personal Access Code (PAC) - step four

**ME-DIAN CREDIT UNION**

HOME  
LEGAL  
SECURITY  
PRIVACY

**Change Personal Access Code (PAC)**

To change your Password, enter your current Password, then enter your new Password and verify it by entering it again. Your new Password must be between 9-12 characters and must contain at least 1 upper case letter, at least 1 lower case letter, at least 1 number, and at least 1 special character. Special characters are limited to @ # \$ - | !

NOTE: You cannot re-use any of your previous 10 Passwords

**Successful**

Current PAC: [\*\*\*\*\*]

New PAC: [\*\*\*\*\*]

Verify New PAC: [\*\*\*\*\*]

|

Personal Access Code (PAC) = Password

**STEP FOUR** Click on submit, and if your new password is accepted you will be redirected to your online banking dashboard.

If you get an error, try again from **STEP ONE** or refer to the rest of the guide to troubleshoot.





# I am getting an Invalid New Personal Access Code Error when I try to change my password

**ME-DIAN CREDIT UNION**

HOME  
LEGAL  
SECURITY  
PRIVACY

### Change Personal Access Code (PAC)

To change your Password, enter your current Password, then enter your new Password and verify it by entering it again. Your new Password must be between 9-12 characters and must contain at least 1 upper case letter, at least 1 lower case letter, at least 1 number, and at least 1 special character. Special characters are limited to @ # \$ - | !

NOTE: You cannot re-use any of your previous 10 Passwords

**There appears to be an error! All errors must be corrected before continuing.**

1. The new Personal Access Code (PAC) you have entered is invalid.

Current PAC

**New PAC**

Verify New PAC

|

[Contact Us](#)  
[Help](#)  
[Print](#)

APPLY FOR YOUR ME-DIAN CREDIT CARD

PAC = Personal Access Code, or Password

This error appears when you have entered an incorrect Current PAC or an invalid New PAC. To resolve, make sure that:

1. you have entered the correct Current PAC, and
2. you have entered a New PAC that meets all of the requirements.

## REQUIREMENTS

9-12 characters long

At least 1 upper case letter (A-Z)

At least 1 lower case letter (a-z)

At least 1 number (0-9)

At least 1 of the following special characters @ # \$ - | !

NOTE: You cannot re-use any of your 10 previous passwords

**SEE EXAMPLES OF ACCEPTABLE PASSWORDS**





# I am getting an Alert when I try to change my password

**ME-DIAN**  
CREDIT UNION

HOME  
LEGAL  
SECURITY  
PRIVACY

APPLY FOR YOUR ME-DIAN  
CREDIT CARD

**Alert**

You have entered an incorrect Personal Access Code. Please try again.

OK

[Contact Us](#)  
[Help](#)  
[Print](#)

Personal Access Code (PAC) = Password

This alert appears when the new Personal Access Code (PAC) that you have entered is too short.

Please make sure that your New PAC is between 9 – 12 characters long.





# I am getting Two Invalid New Personal Access Code Errors when I try to change my password

**ME-DIAN CREDIT UNION**

HOME  
LEGAL  
SECURITY  
PRIVACY

**Change Personal Access Code (PAC)**

To change your Password, enter your current Password, then enter your new Password and verify it by entering it again. Your new Password must be between 9-12 characters and must contain at least 1 upper case letter, at least 1 lower case letter, at least 1 number, and at least 1 special character. Special characters are limited to @ # \$ - | !

NOTE: You cannot re-use any of your previous 10 Passwords

**There appears to be an error! All errors must be corrected before continuing.**

1. The new Personal Access Code (PAC) you have entered is invalid.
2. The new Personal Access Code (PAC) you have entered is invalid.

Current PAC

**New PAC**

**Verify New PAC**

|

Personal Access Code (PAC) = Password

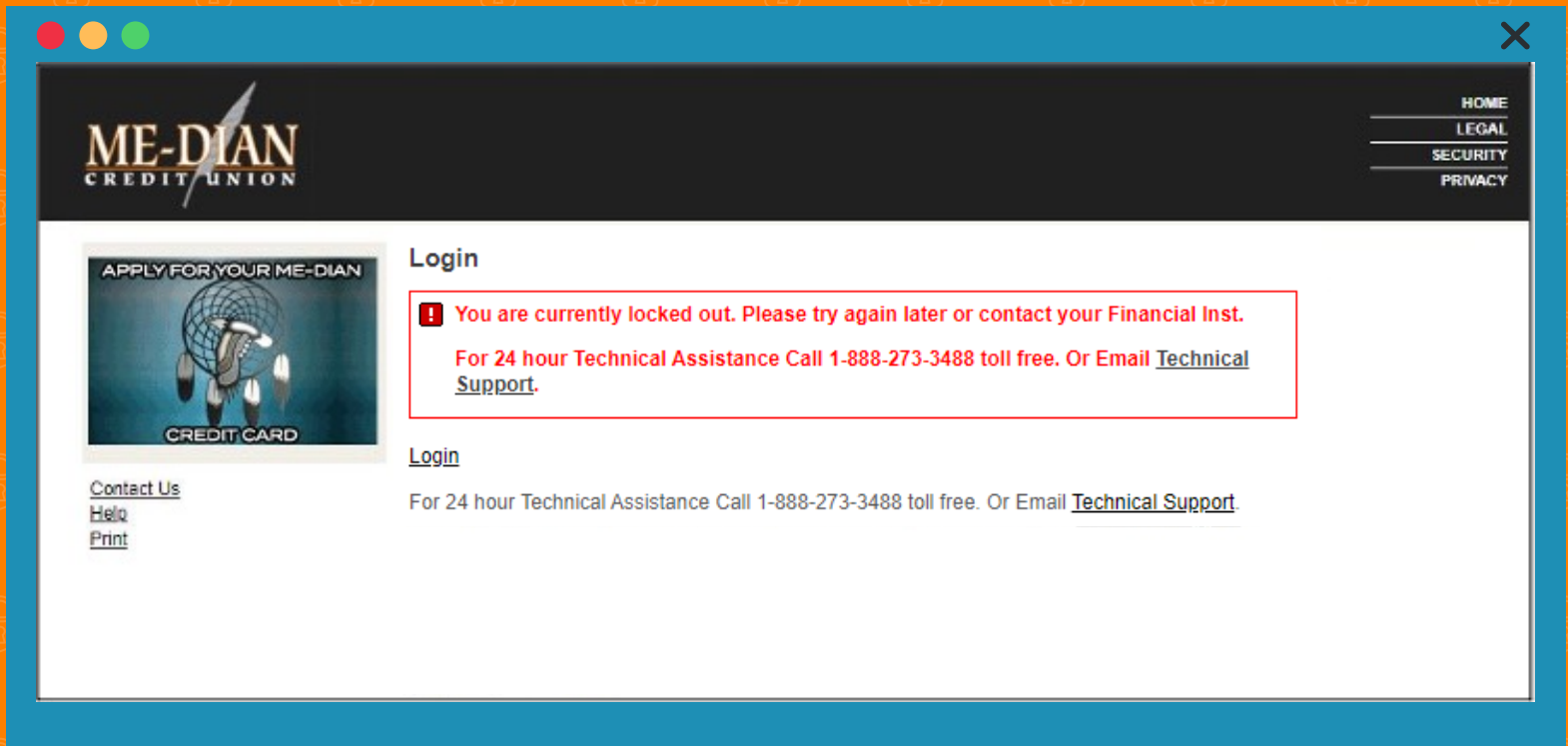
This error appears when the new Personal Access Code (PAC) that you entered in the New PAC field did not match what you entered in the Verify New PAC field.

Please carefully enter your New PAC to make sure that it matches the Verify New PAC.





I am getting an Invalid Access Code or Card # error when I try to log in.



This error appears after three successive unsuccessful attempts to log in. Please contact the branch for assistance in resetting your access.

Phone: 204-943-9111 or 431-222-2981

Toll Free: 888-955-9558

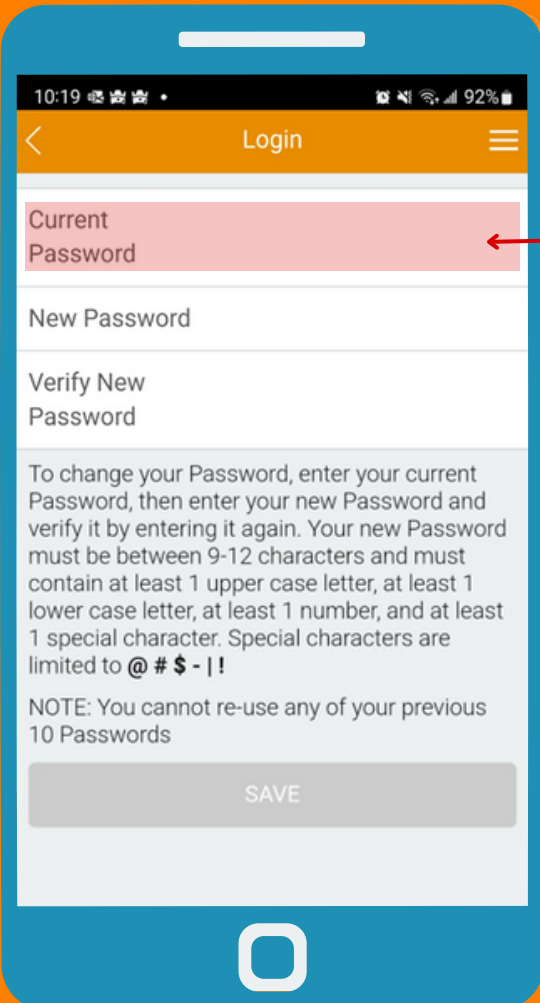
Email: [info@mediancu.mb.ca](mailto:info@mediancu.mb.ca)

Online: <https://www.mediancu.mb.ca/access-reset>





# I logged into my Mobile App but am being asked to change my password - step one



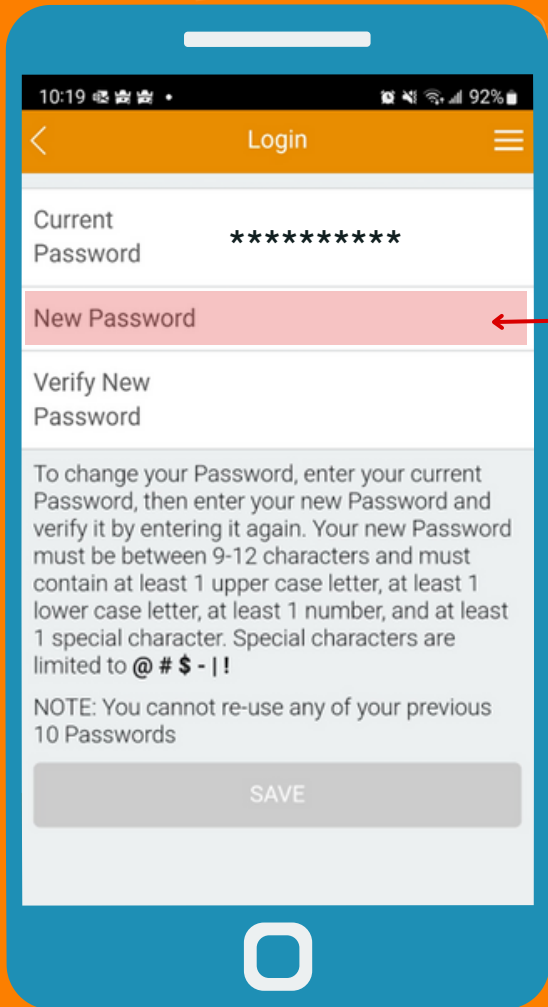
## STEP ONE

In the section asking for your Current Password, enter your current password which is the password that you used to log in.





# I logged into my Mobile App but am being asked to change my password - step two



## STEP TWO

In the section asking for a New Password, enter a new password that meets the requirements below.

NOTE: You cannot re-use any of your 10 previous passwords

## REQUIREMENTS

9-12 characters long

At least 1 upper case letter (A-Z)

At least 1 lower case letter (a-z)

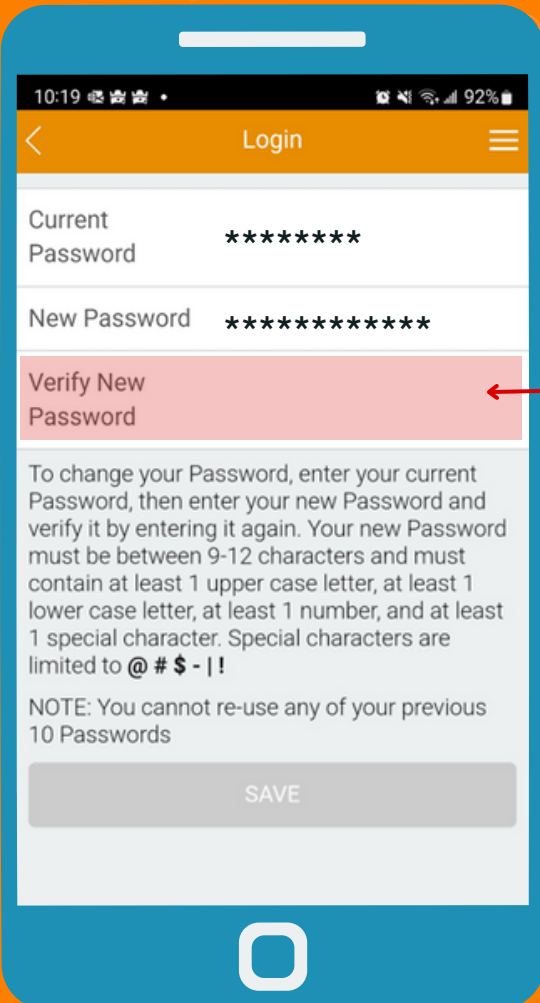
At least 1 number (0-9)

At least 1 of the following special characters @ # \$ - | !

[SEE EXAMPLES OF ACCEPTABLE PASSWORDS](#)



# I logged into my Mobile App but am being asked to change my password - step three



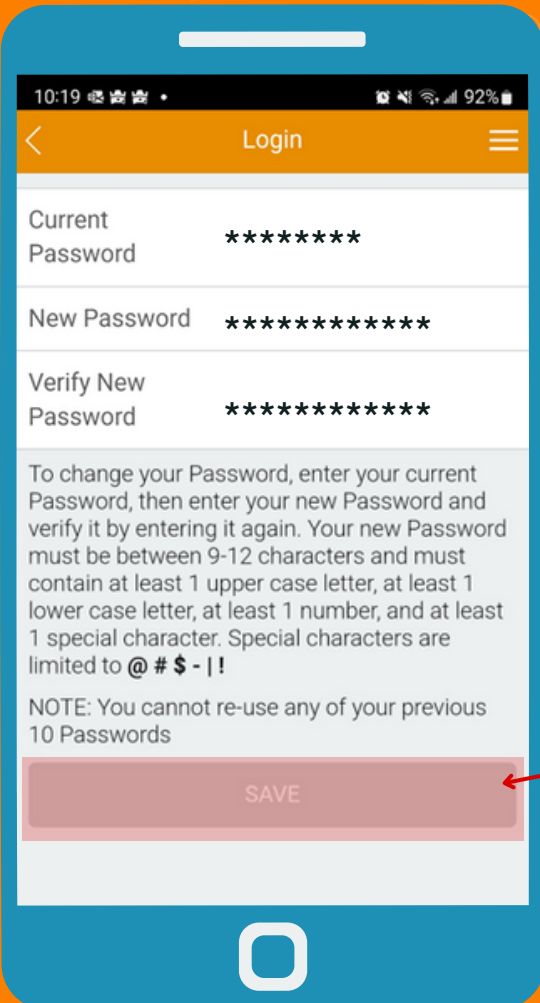
## STEP THREE

In the section asking you to Verify New Password, enter the new password that you created in STEP TWO. Make sure you enter it exactly the same or you will get an error.





# I logged into my Mobile App but am being asked to change my password - step four



## STEP FOUR

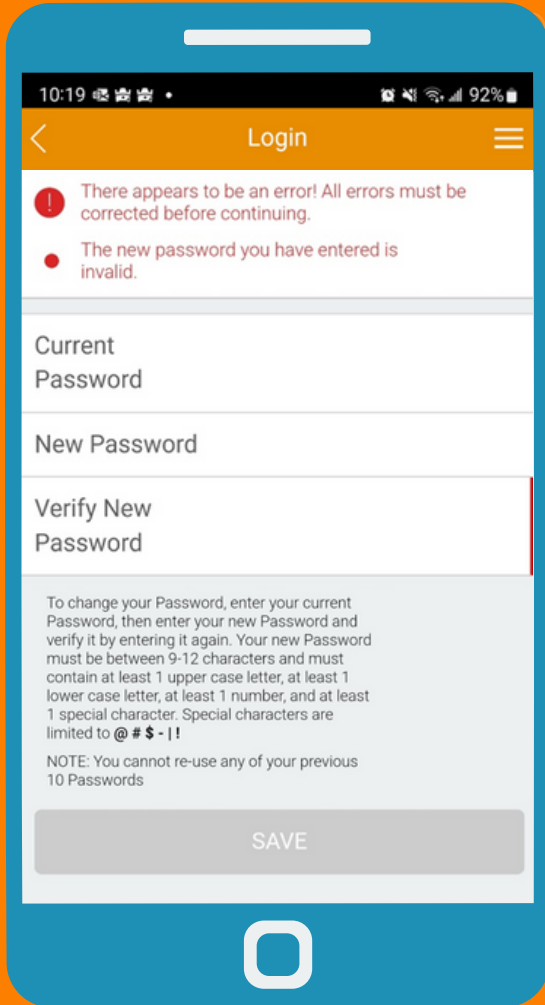
Click on Save, and if your new password is accepted you will be redirected to your mobile banking dashboard.

If you get an error, try again from STEP ONE or refer to the rest of the guide to troubleshoot.





# I am getting an Invalid New Password Error when I try to change my password



This error appears when you have entered an incorrect Current PAC or an invalid New PAC. To resolve, make sure that:

1. you have entered the correct Current PAC, and
2. you have entered a New PAC that meets all of the requirements.

## REQUIREMENTS

9-12 characters long

At least 1 upper case letter (A-Z)

At least 1 lower case letter (a-z)

At least 1 number (0-9)

At least 1 of the following special characters @ # \$ - | !

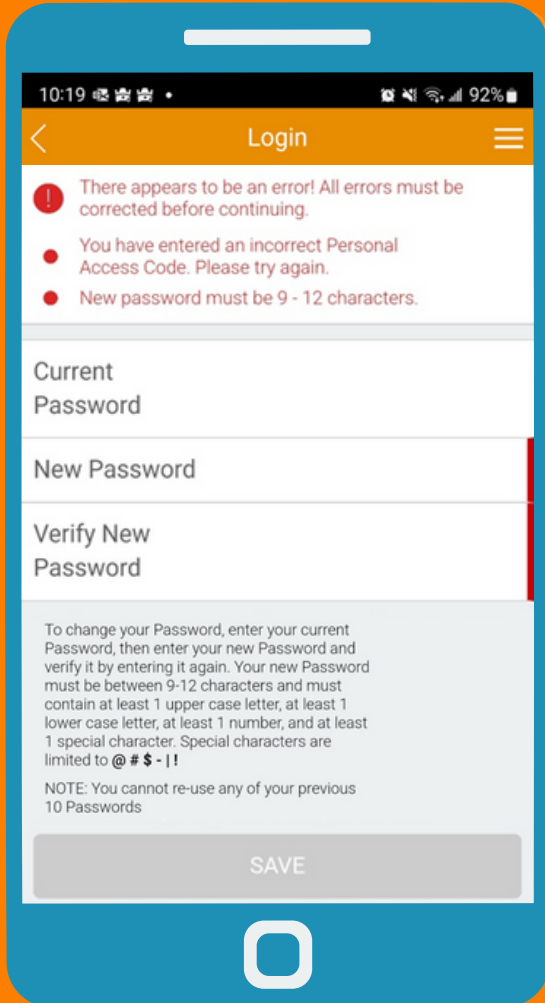
NOTE: You cannot re-use any of your 10 previous passwords

[SEE EXAMPLES OF ACCEPTABLE PASSWORDS](#)





# I am getting an Incorrect Personal Access Code Error and Character Length Error when I try to change my password

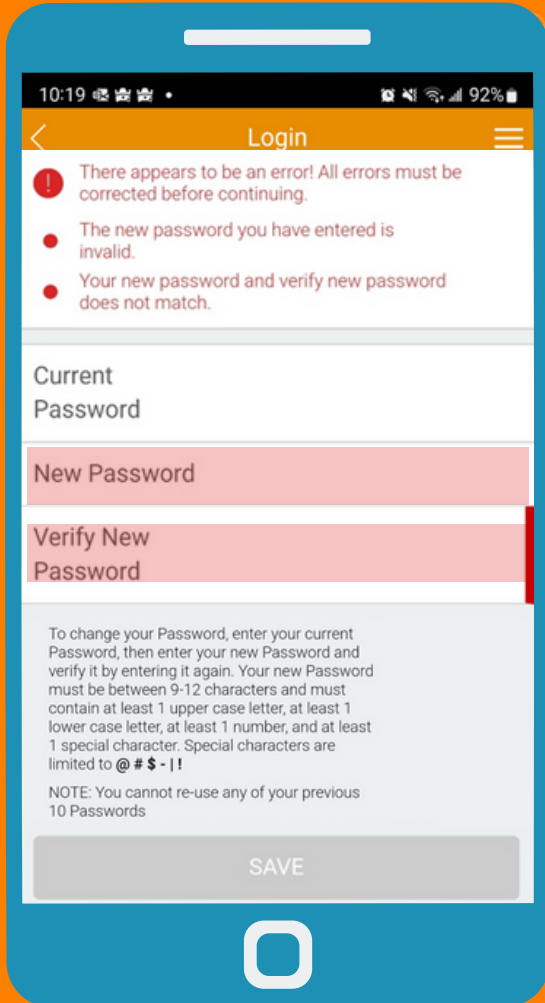


This alert appears when the new password that you have entered is too short.

Please make sure that your New Password is between 9 – 12 characters long.



# I am getting a Verify New Password Does Not Match Error when I try to change my password

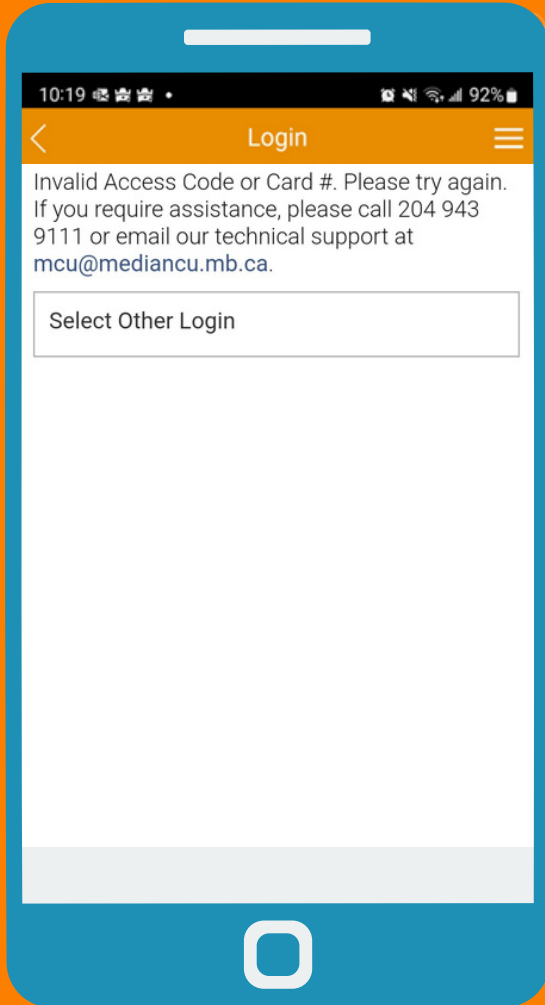


This error appears when the new password that you entered in the New Password field did not match what you entered in the Verify New Password field.

Please carefully enter your New Password to make sure that it matches the Verify New Password.



# I am getting an Invalid Access Code or Card # error when I try to log in.



This error appears after three successive unsuccessful attempts to log in. Please contact the branch for assistance in resetting your access.

Phone: 204-943-9111 or 431-222-2981

Toll Free: 888-955-9558

Email: [info@mediancu.mb.ca](mailto:info@mediancu.mb.ca) or [mcu@mediancu.mb.ca](mailto:mcu@mediancu.mb.ca)

Online: <https://www.mediancu.mb.ca/access-reset>