



HOW TO RESET YOUR SECURITY QUESTIONS IN INTERNET BANKING

To help keep your Internet Banking account secure, you will be asked to update your security questions within Internet Banking every 180 days. Please use these instructions to update those security questions.

1. Visit us online at UnitedOne.org. From a desktop computer, enter your Internet Banking ID into the field at the top of the screen and click the Login button. From a mobile device, press the Internet Banking Login button and enter your Internet Banking ID on the next screen.

This screenshot shows the "Account Login" section of a website. It features a blue header with the text "Account Login" on the left. To the right is a white input field with the placeholder text "Type Your ID Here". Further right is a blue button with the white text "Login". A red oval highlights the "Login" button.

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This screenshot shows the "Internet Banking" section of a mobile website. It features a blue header with a white search bar on the right containing the text "Search" and a magnifying glass icon. Below the search bar is a blue button with the white text "Login". A red oval highlights the "Login" button.

2. Type your password on the next screen and click the submit button.

Internet Banking ID: _____
Internet Banking Password: [Forgot Password?](#)

A button with a grey background and rounded corners. It contains the text "Submit" in a bold, sans-serif font, followed by a right-pointing arrow icon. A red oval highlights the button.

3. On the “Verification Questions” screen, select a security question from each of the three question drop-down menus. For each question, type an answer into the corresponding answer field. The answers to these three questions are not case sensitive. When you are finished, click the “Submit” button.

Verification Questions (required):

We monitor your use pattern, and if we suspect it is not you, we will ask you to answer a few verification questions. Please select one question from each of the three dropdown menus. Answers are not case sensitive. For your security, you will be required to update your questions every 180 days.

Question One:

Answer:

Question Two:

Answer:

Question Three:

Answer:

4. Confirm the answers to your security questions by clicking “Confirm” on the next screen. If you would like to change any of your questions or answers, click the “Edit” button and repeat step 3.

Settings Modification (optional):

If you would like to change the verification information you previously selected, please do so. It is not required that you change your information.

Question One: **When is your spouse’s birthday (MM/DD)?**

Answer: 01/01

Question Two: **Which sports team did you like most as a child?**

Answer: Green Bay Packers

Question Three: **What was your favorite college year?**

Answer: Freshman Year

5. Once you click the Confirm button, you will arrive at a screen letting you know your security settings have been saved. Click the “Continue” button.
6. On the “Personal Information” screen, you will see your e-mail address, password reset question, and password reset answer. Please update any of these items as needed, and then click the Submit button.

Personal Information

Enter/Update Email Address, Password Reset Question & Answer

Email address on file:

* The question and answer field below are used to prompt you when you need to reset your password.

Password Reset Question:

Password Reset Answer:

7. You will then arrive at your Internet Banking home screen.