

Password Changes – DCECU Mobile App

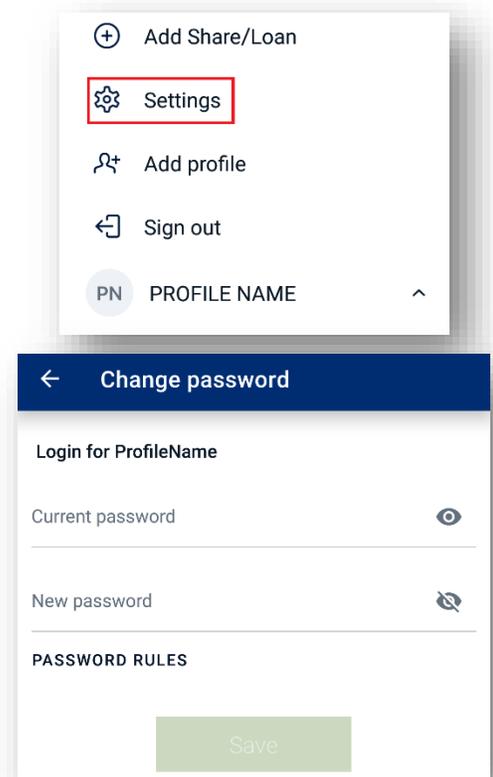
Password rules

- Must be between 8 and 20 characters in length.
- Must contain a minimum of 1 non-alphabetic characters.
- Allowable special characters: !"#\$%&()+,-/;<=>?[\]^_`{|}*'
- Cannot contain username
- Cannot match 3 most-recent passwords

Standard password changes

DCECU recommends periodically updating your password to protect your digital information.

1. Open the app
2. Sign in to your app profile using your preferred method (4-digit Passcode, Fingerprint or Facial Recognition)
3. Tap  in the top left corner
4. Tap your profile name from the bottom of the side menu
5. Tap “Settings”
6. Tap “Security”
7. Tap “Change password”
8. Enter your current password
Tap the display toggle in the password fields to show or hide the text you’ve entered
9. Enter a new password
Tap “Password rules” to display a list of password rules
10. Tap “Save”



+

Add Share/Loan

⚙ Settings

👤 Add profile

🔙 Sign out

PN PROFILE NAME ^

← Change password

Login for ProfileName

Current password 

New password 

PASSWORD RULES

Save

Congratulations! Your password has been changed successfully!

Forced password changes

At times, DCECU may require you to update your password on your next sign in.

1. Open the app

2. Sign in to your app profile using your preferred method (4-digit Passcode, Fingerprint or Facial Recognition)

3. Enter your current password

Tap the display toggle in the password fields to show or hide the text you've entered



- *If you don't remember your current password, tap "Forgot?" You will be prompted to provide your full social security number (without dashes), your main membership account number and complete 2-step verification before updating your password.*

4. Enter a new password

Tap "Password rules" to display a list of password rules

5. Tap "Update"

Congratulations! Your password has been changed successfully!

You may receive an "Error updating" message under your accounts. Closing and reopening the app should correct this.

Notes:

- Locking your device or navigating away from (or closing) the app before updating your password may cause an "Authentication error" upon returning to the app. Your profile will be removed from the device and you will need to sign in again with your username, password, confirm your password and select a new password. You will then need to complete the 2-step verification process.

Dow Chemical
Employees' Credit Union

Please update your password.

Current password 

FORGOT?

New password 

PASSWORD RULES

Update

