

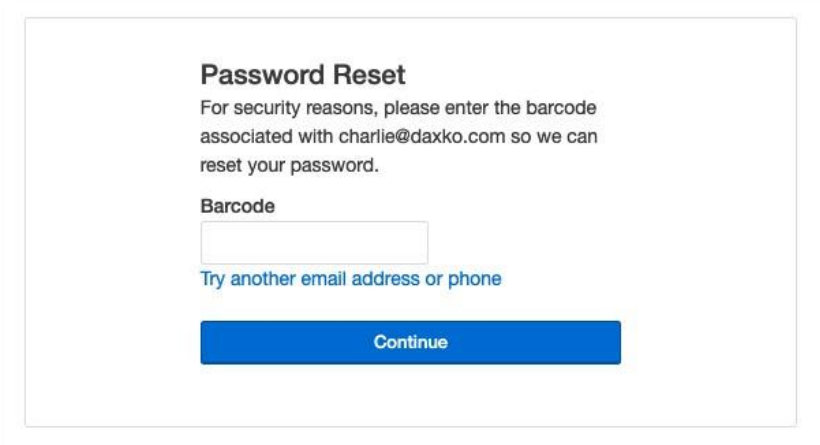
## Member Online Login Assistance

**Note:** members on the **same membership unit** can share email address (or phone number) and password for their online account access. In that event, members logging in can simply select which member they're logging in as.

**Note:** If continued issues with logging in, clear your computers cookies and lastly, contact your home branch for assistance.

When encountered a duplicate scenario when logging in or attempting a password reset, instead of being blocked, you will be presented with a new prompt for your **member barcode**. The barcode is used to identify the correct membership unit in Daxko Operations.

### **Experience for Login Attempt & Forgot Password:**



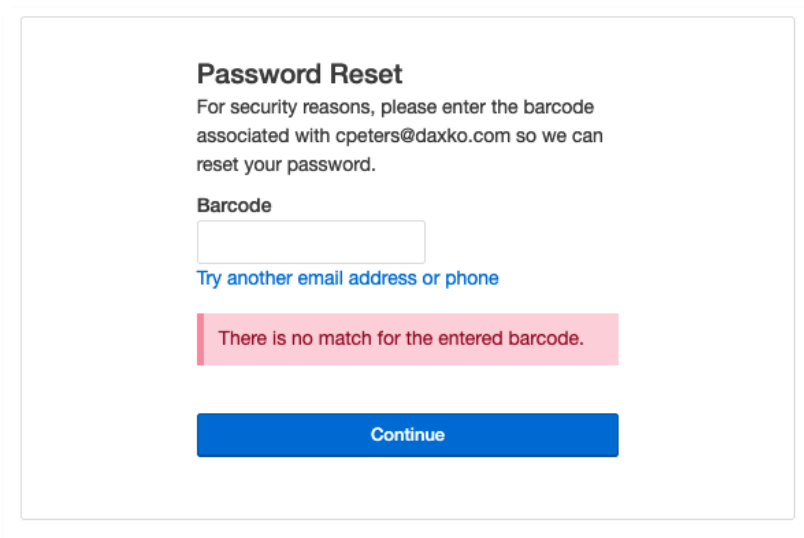
**Password Reset**  
For security reasons, please enter the barcode associated with charlie@daxko.com so we can reset your password.

Barcode

[Try another email address or phone](#)

**Continue**

If a barcode match isn't found for a membership unit, you will see this message.



**Password Reset**  
For security reasons, please enter the barcode associated with cpeters@daxko.com so we can reset your password.

Barcode

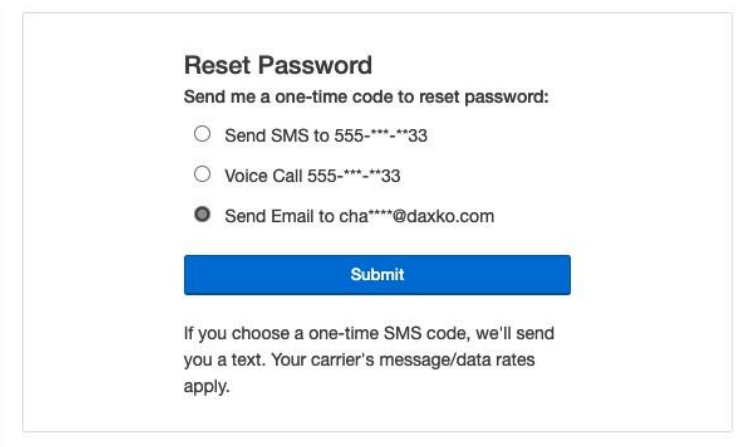
[Try another email address or phone](#)

**There is no match for the entered barcode.**

**Continue**

When you have been identified through a matched barcode, **the system will then require a password reset** so that login credentials are no longer duplicated. To reset a password, you will need to provide a one-time code supplied by the system.

To receive this code, you will have the options of an email or, if there is a phone number on the record, an SMS text or voice call.



**Reset Password**  
Send me a one-time code to reset password:

Send SMS to 555-\*\*\*-\*\*\*33

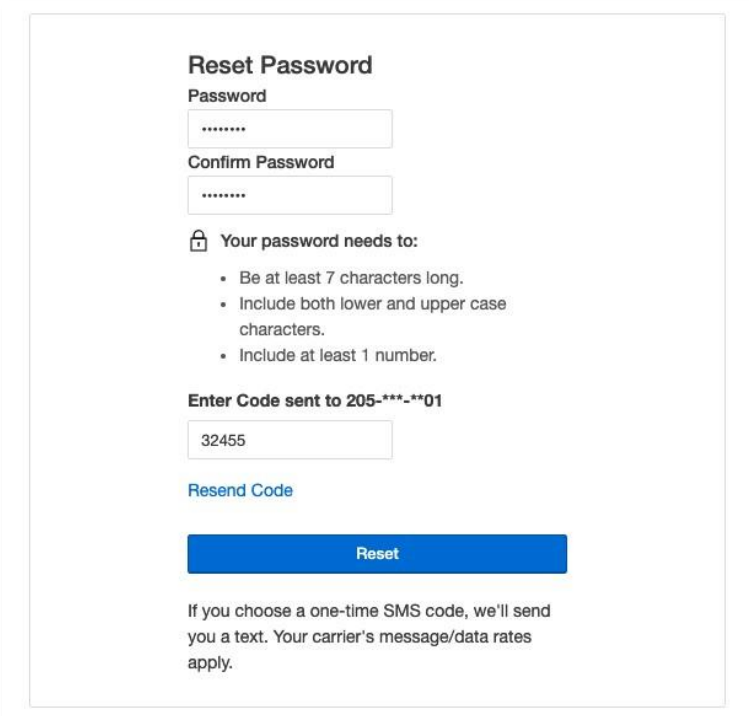
Voice Call 555-\*\*\*-\*\*\*33

Send Email to cha\*\*\*\*@daxko.com

**Submit**

If you choose a one-time SMS code, we'll send you a text. Your carrier's message/data rates apply.


Once you choose the delivery method and select “Submit”, you’ll receive the one-time code. This code is valid for 10 minutes. Next, you’ll use that code on the password reset screen below. Here, you’ll create a new password and then enter their one-time code.



**Reset Password**

Password  
.....

Confirm Password  
.....

 Your password needs to:

- Be at least 7 characters long.
- Include both lower and upper case characters.
- Include at least 1 number.

Enter Code sent to 205-\*\*\*-\*\*\*01

32455

[Resend Code](#)

**Reset**

If you choose a one-time SMS code, we'll send you a text. Your carrier's message/data rates apply.

Finally, once your password has been reset, you’ll be able to log in with the standard experience using your new password.