Self-Serve PAC Reset

What is Self Serve PAC Reset?

- Self Serve PAC reset is a banking feature that allows Stride members to reset their Personal Access Code (PAC) whenever they need to, at the time they need to. Without Self Serve PAC reset, members must contact Stride to request a password reset.

How it works

- To reset their PAC, member selects the **Forgot Passcode?** Link on the login screen of member direct.
  NOTE: Forgot Passcode feature can be used after 3 unsuccessful attempts at entering your PAC. This feature allows members to reset their 3 'Failed Logins' (DNA) themselves.

- Member enters their login ID or PAN from their debit card and date of birth.
  NOTE: DOB must be entered with dashes or you cannot continue: yyyy-mm-dd

PLEASE VERIFY YOURSELF

Login ID

Login ID
Please enter your Login ID.

DATE OF BIRTH

yyyy-mm-dd   🗓

CANCEL   CONTINUE

- 2 step verification will be used as the final step to authenticate members identity.
  NOTE: How the member has set up 2SV for their online banking is how they will be able to verify themselves using 'Forgot Passcode'. Ie. If you have chosen TEXT MESSAGE as your method of communication, this is how you will receive your code.
  NOTE: After 3 unsuccessful attempts to enter the verification code using 2SV, member will be locked out and they **must contact the branch** to unlock in 'MemberDirect Authentication Admin' OR wait 24 hours to reset.

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PLEASE VERIFY YOURSELF

For your protection, we need to verify it's you by sending you a verification code.

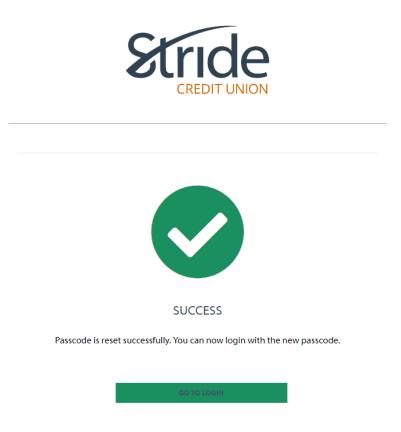How would you like to receive it?

○ TEXT MESSAGE (Recommended)

We will send a text message to phone number ******5659 to authenticate your identity.

○ EMAIL

We will send an email to ka******26@******.com to authenticate your identity.

CANCEL   CONTINUE

- Once the member has successfully entered their verification code though 2 step verification, they will be forced to reset their passcode.
  NOTE: The same parameters for passcode are required. 9-30 characters, 1 upper case, 1 lower case, 1 numeric and 1 special character.

- Member will receive this screen when Passcode has been successfully changed. They will then be prompted to login using the new credentials.

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SUCCESS

Passcode is reset successfully. You can now login with the new passcode.

GO TO LOGIN

NOTE: Forgot Passcode feature currently **does not work** with Member Direct Small Business (MDSB) as there is no DOB registered under a business and does not recognize the tax owner or delegate DOB.