

FORGOT USERNAME OR PASSWORD



Grow WEST

I FORGOT MY USERNAME

With all the usernames and passwords we have to remember, it's not uncommon that you may need a quick reminder of your username to log on to your online account. Dakota West gives you more than a hint – you can find out yourself in a matter of moments.

From the logon screen, click on “Forgot Username or Password” and use the drop-down arrow to select “Forgot Username” and then click on Submit. (On the mobile app, click on one of the six icons to access the logon screen.) You will be prompted for the four key pieces of personal information to confirm your identity. You will also be required to authenticate your device using the phone number already on file for you.

When you receive the call or text, enter the six-digit authentication code and your full username will appear on screen.

A screenshot of the Dakota West online logon interface. It shows fields for 'Username' and 'Password', a 'Save?' toggle, and a 'Forgot Username or Password' link highlighted with a red box.A screenshot of the 'Help' menu. It prompts the user to select a help option from a drop-down menu. The 'Forgot Username' option is highlighted with a red box.

I FORGOT MY PASSWORD

Whether you forgot your password, or just want to change it for an extra level of security, follow the above steps, and select “Forgot or Reset Password” from the drop-down list. You will again be required to validate your identity in order to prevent anyone else from changing your password. You will also be required to enter an authentication code sent by voice or text.

A screenshot of the authentication code screen. It displays the message: 'An authentication code has been sent to the following phone number ###-###-7509. Please enter this authentication code below.' The code '954788' is entered in the input field.

EXTRA SECURITY

To be certain no one attempts to change your password without your authorization, you can set up alerts when you log into your online access that will notify you if your username or password is changed. Click on the Settings icon and select [Alerts](#), then Security Alerts.

You will then be able to create a new password. Passwords must be 8 characters and include at least 1 upper case letter, at least 1 number, and at least 1 special character including ! @ # % \$ ^ & * _ + - = () [] { } \ : ; , . / ? but be no more than 20 characters.

WHOOPS, THAT WAS NOT MY PASSWORD

If you get locked out due to too many logon attempts, you will need to contact us at 800.411.7590 during regular business hours to reset your access. For this reason, we recommend if you are not 100% certain of your password, use the “Reset Password” option before making too many guesses.

You are welcome to contact Dakota West if you require assistance, however, you will be required to verify and possibly update your personal information by an alternate method such as DocuSign, or visit a branch in person. It is a good idea to keep your personal information current, such as changes to your address and zip code, your phone number, and know your member number so you will be in control of your access, even if it isn't on the tip of your tongue.