

Forgot Your Online Banking Password or Username?

On Desktop: Select 'Reset Password' under the login box at redfcu.org

On Mobile App: Select 'Reset Password' below the login information

Forgotten Password

- Enter the phone number on file with us and your username
- You'll be sent a temporary password
- Once you log in using the temporary password, you'll be required to change it

Forgotten Username

- Select 'Reset Password'
- Click 'I forgot my username'
- Enter the email address on file with us to receive your username via email
(IMPORTANT: usernames that consist of only the member number will NOT be sent by email. Please contact us for assistance.)

Online Banking Password Security

Regularly changing your passwords can help safeguard your online accounts and protect you from cybercrime. Create strong passwords, don't use the same password at multiple sites, and don't write them down.

On Desktop:

- Sign into your Redstone online banking account
- Select "My Profile" in the upper right corner
- Change your password

On Mobile App:

- Sign into the mobile banking app
- Select "More" in the lower right corner
- Select Settings (⚙️) in the upper right corner
- Click "My Profile" to change your password

Need more help? Give us a call at 256-837-6110 or 800-234-1234.

Insured by NCUA