

Steps to Reset AHCU MasterCard Username and Password on EZ Card

1. Log into your TopLine Digital Banking Account (Online or Mobile)
2. Go to Cards → Legacy Anoka Hennepin Credit Card Account Access
3. On the “Log In to Your Account” screen, select “Forgot your username?”

ANOKA HENNEPIN CREDIT UNION
Your “Service First” Financial Cooperative

Log In to Your Account ?

Username

This field is required

[Forgot your username?](#)

Log In

4. Member will type in their Full Credit Card Number

Forgot Username ?

Enter Your Credit Card Number

This field is required

Cancel

Begin Forgot Username

We ask for your credit card number so we can:

- Verify you belong to this institution

CREDIT CARD

1234 5678 9123 4567

VALID THRU 03/18


JOHN H DOE

- Member will then type in the Full Name on the card, the Card Expiration Date, Billing Zip Code, the last 4 of the Primary Members SSN or TIN, Mother's Maiden Name, and Primary Members Date of Birth.

Forgot Username

Full Name on Card

Card Expiration Date


6. Member will now enter their new Username, new Password, Email Address, and Account Nickname.

Step 2. Choose Your Username and Password


Username

This field is required

Password

Re-enter Password

Email Address

Re-enter Email


Nickname

Please use the following guidelines when choosing a password.

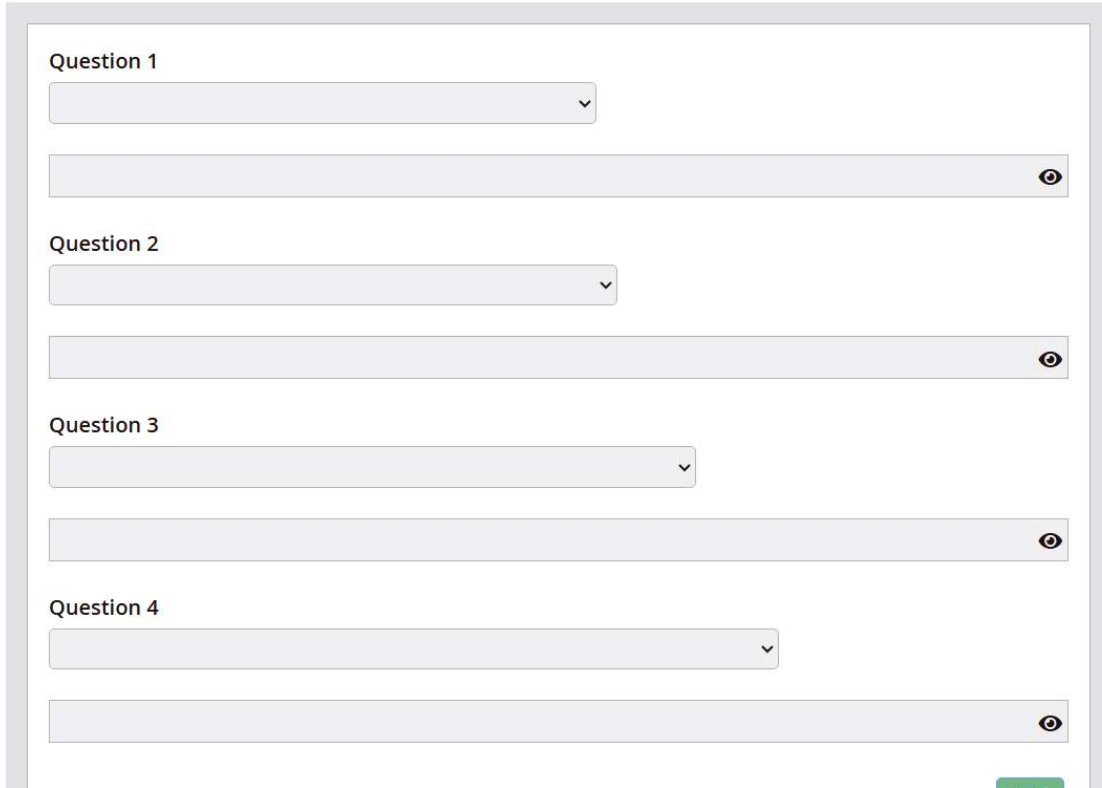
Your password must meet the following criteria:

- Password must be different than username
- Cannot contain spaces
- Be between 12 and 20 character(s)
- Cannot match previous 10 passwords
- Contain at least 1 number(s)
- Contain at least 1 special character(s)
- Contain at least 1 upper case letter(s)
- Contain at least 1 lower case letter(s)

7. Member will Set up their Security Questions

Step 3. Complete Security Questions  

Your security is important to us



Question 1

Question 2

Question 3

Question 4

8. Member will then be prompted to receive a One-Time Password via Text or a Phone Call to a number that is currently on file.

OTP Delivery Option 



Select Phone Number

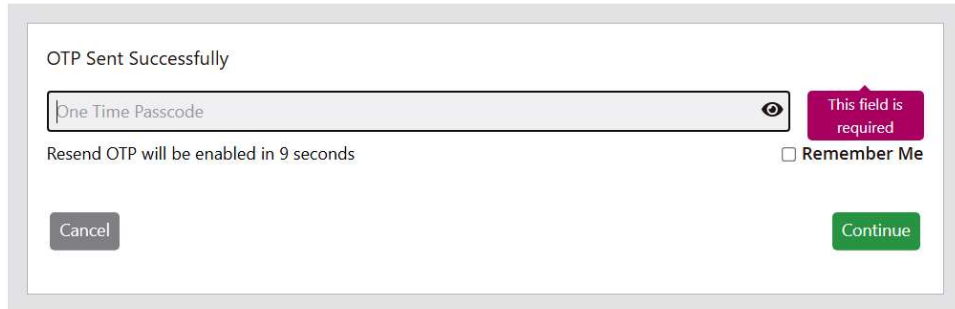
- (***) - *** - [REDACTED]
- (***) - *** - [REDACTED]
- (***) - *** - [REDACTED]

Select OTP Delivery Option

- SMS
- Phone Call

Cancel Continue

9. Member will then receive the call or text and they will place the code on the following screen
One Time Passcode ?



The screenshot shows a mobile application interface for entering a One Time Passcode (OTP). At the top, it says "OTP Sent Successfully". Below this is a text input field with the placeholder text "One Time Passcode" and a toggle icon on the right. A red error message "This field is required" is displayed above the input field. Underneath the input field, it says "Resend OTP will be enabled in 9 seconds". To the right of this text is a checkbox labeled "Remember Me". At the bottom left, there is a "Cancel" button, and at the bottom right, there is a "Continue" button.

10. The member should now have access to their Legacy AHCUC MasterCard.