

The following instructions will provide you with step-by-step details of how to reset your Business Connect username or password for Business Administrators and Business Users. If you have any questions or need additional assistance, please reach out to Business Services directly. If you are a business owner and would like to apply for Business Connect, [CLICK HERE](#). If you are a business that currently uses Business Connect and have questions, [CLICK HERE](#).

INFO

Business Administrators or Business Users who have forgotten their Username or Password to access WESTconsin Business Connect, can use the "[Forgot Username?](#)" or "[Forgot Password?](#)" links provided on our website, unless account access has been locked. This feature is not available on the WESTconsin Business Connect Mobile App.

FORGOT USERNAME

1. From westconsincu.org, click "[Forgot username or password?](#)" located below the Username and Password fields
2. Click "I forgot my username" located under "Send me a new password"
3. Enter the email associated with the WESTconsin Business Connect account
 - If the email used to access the Business Connect account needs to be updated and you are a
 - **Business Administrator:** Contact WESTconsin Credit Union to make this change
 - **Business User:** Contact a Business Administrator to make this change
4. An email will be sent listing the Username for the Business Connect account
 - If more than one account uses the same email address, multiple emails will be sent

FORGOT PASSWORD

1. From westconsincu.org, click "[Forgot Password?](#)" located below the Username and Password fields
2. Enter the phone number associated with the WESTconsin Business Connect account
 - If the number used on your Business Connect account needs to be updated and you are a
 - **Business Administrator:** Contact WESTconsin Credit Union to make this change
 - **Business User:** Contact a Business Administrator to make this change
3. Enter username associated with the WESTconsin Business Connect account
4. Click "send me a new password"
 - If phone has been text enabled, a text message will be sent with a temporary password
 - If phone is not set up for text messages, a phone call with a temporary password will generate
 - Write down the temporary password if receiving it via phone as it must be keyed in twice
 - Passwords expire after 30 minutes; If a new one is needed, restart Forgot Password process

LOCKED OUT ERROR MESSAGE



1. When this error message shows, both Business Administrators and Business Users can unlock their account by successfully resetting their password. Follow instructions above ([Forgot Password](#)) to reset a password at any time.
2. If resetting your password is not working or you are unable to complete this successfully:

- **Business Administrators** - contact Business Services for assistance by submitting a [Business Services Contact Request Form](#) or emailing bservice@westconsincu.org
- **Business Users** - contact the Business Administrator(s) on the WESTconsin Business Connect account to unlock your account and/or receive assistance to reset password

BUSINESS ADMINISTRATOR—UNLOCK BUSINESS USER & RESET PASSWORD

1. **Login** to WESTconsin Business Connect account with PC/laptop or a mobile device using a browser, not available on the WESTconsin Business Connect Mobile App
2. **Click** “Additional Services” > **Click** “Manage Users”
3. **Find** the Business User > **Click** “Options” > **Click** “Unlock User”
4. If password needs to be reset > **Click** “Reset Password” from “Options”
 - All Business Administrators can utilize “Reset Password” for Secondary Business Administrators

BUSINESS ADMINISTRATOR—UPDATING BUSINESS USER CONTACT INFORMATION

1. **Login** to WESTconsin Business Connect account with PC/laptop or a mobile device using a browser, not available on the WESTconsin Business Connect Mobile App
2. **Click** “Additional Services” > **Click** “Manage Users”
3. **Click** “Options” next to Business Users’ name > **Click** “Edit User Access” > **Make** changes > **Click** “Save”
 - If there are more than one Business Administrator on the account, all changes need to be approved by another Business Administrator before being applied to the Business User’s profile