



myUFA Refresh FAQs

1. Why didn't I get an email to reset my password?

Check your Junk Folder. If it's not there, contact Customer Service.

2. Why can't I find my documents?

The month may be defaulted and you may not have any documents for that month yet. For example on Statements, if the month is December, November would be the month that has Statements. Clear or change the month.

3. Why do I need to change my password?

The myUFA update offers enhanced security to protect your account information. Every user will be required to set up a new password when accessing the system for the first time.

4. What are the password requirements?

Your new password must meet the following criteria:

- Minimum of 10 characters (maximum of 128 characters)
- Cannot include more than two consecutive identical characters (e.g. 7777777777)
- Can include spaces

5. Why do I have to provide my email or phone number to set up my password and access my account?

The update to myUFA is focused on protecting our members' personal and account information. To ensure this information can only be accessed by the proper individuals, we require each user to set up multi-factor authentication. You will only need to set this up one time and then confirm you have received the corresponding test message via email or text.

6. What is "Remember me"?

Remember me" at sign-in will remember your sign-in id (email address) so you don't have to re-type it.

"Remember this computer" will remember your computer for the multi-factor authentication (email to text message). You will not be prompted to re-verify from that device for 90 days.

7. Why can't I email documents?

The myUFA update no longer provides an option to email documents to ensure only the users with permission to access the account can view these files. If you would like to email the documents, we recommend the user downloads them from myUFA, then manually sends the documents through their email provider.

8. Why can't I change my account option to "paperless"?

As an enhanced security feature, myUFA will only permit the "Owner" or "Admin" of the account to change specific account options, including the "paperless" feature.