1. Access the online banking login by selecting Personal Banking Login.
2) Click "Forgot Username or Password".

3) Select "Forgot or Reset Password" from the drop down menu. Then, Click "Submit".
4) Next, enter all account information. (Don’t know your account number, contact ACU and we can help). Note: Please be sure to use the birthday and last 4 of the social for the primary member.

5) Enter your desired phone number and phone number type (Text Message or Voice Message) from dropdown menus to receive authentication code.
6) Enter the authentication code and click "Verify".

7) Enter and confirm new password in lines below. (Review the password requirements). Then, click "Submit".
8) Lastly, you should see the screen below and your password is updated.