



Forgot Password Instructions

- Enter your **existing Achieve online banking username**. Select "Login."
- On the next screen, click on *Forgot Password*
- *Confirm your Identity.*
Fill in the personal information requested and follow the prompts.
- A temporary password will be sent through the method of your choice: text or email (*based upon the mobile phone number and email address we have on file*).
It may take up to 5 minutes to receive your temporary password and it will expire in 24 hours.
- Once you receive the temporary password, you will be prompted to log back in with your existing online banking username and the temporary password.
- Type in a NEW password.
Your new password must contain:
 - At least eight characters in length
 - Contain at least one lowercase letter
 - Contain at least one uppercase letter
 - Contain at least one number
- Confirm the NEW password by typing it in a second time.
- Once the new password has been accepted, you will be brought to the Online Banking Dashboard.