

Online Banking Password Reset Guide

1. Visit american1cu.org

2. Find the "Online Banking Login" box and enter your username into the white box and click "Login"



3. Click "I forgot my password"

Please provide your password below:

A screenshot of the password reset form. It includes a "Your security image:" field with a greyed-out image, a "Your security phrase:" field with a greyed-out phrase, and a "Password:" field with a blue border. Below the password field is a link that says "I forgot my password." and a "Continue" button. A large black arrow points from the "I forgot my password." link to the "I forgot my password." link in the text below.

4. Select "I am an individual" then click "Continue"

A screenshot of the user selection form. It includes a "Please specify which type of user you are:" section with two radio buttons: "I am an individual" (selected) and "I am a business". Below this is a "Don't have this information? Contact us for help." link and a "Continue" button. A large black arrow points from the "I am an individual" radio button to the "I am an individual" radio button in the text below.

5. Enter your Social Security Number and your 6-digit account number, then click continue


Forget your password?

We just need some information to verify your identity.


Social Security number:

This field is required.

Member account number:

 Don't have this information? Contact us for help.

[Continue](#) [Return to login](#)



6. Continue to follow the prompts at this point. From here you will receive an email with a link to reset your password.

7. Check your email inbox and find the reset password email. Click the link within the email, and you will be taken to a screen to reset your password.

Still having trouble?
Call us at 888.213.2848

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