How to Reset Your Password

Ever forget or want to change your password?
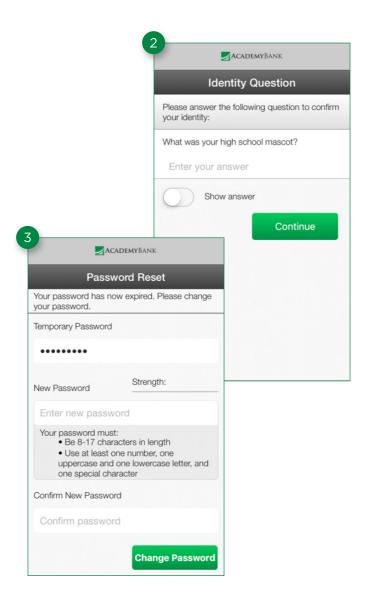
You can easily reset it right in the mobile app and Online Banking. Learn how to below.

How To Reset a Forgotten Password

In the Mobile App

1. Tap **Forgotten Password** on the login screen.

2. Answer an **Identity Question** to verify your identity. (If you don't have **Remember User ID** turned on, you'll be asked to enter your access/user ID before accessing this screen.)

3. Using the password guidelines, enter a new password, then enter it again in **Confirm New Password**.

4. Tap **Change Password** when you're ready.

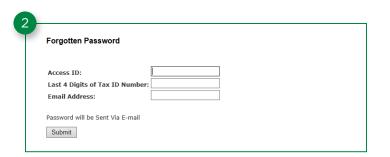5. Follow the prompts to log in with your new password.

Note: Make sure you're updated to the latest version of the mobile app to access this feature.

②

ACADEMYBANK

Identity Question

Please answer the following question to confirm your identity:

What was your high school mascot?

Enter your answer

◯ Show answer

Continue

③

ACADEMYBANK

Password Reset

Your password has now expired. Please change your password.

Temporary Password

••••••••

New Password   Strength:

Enter new password

Your password must:
• Be 8-17 characters in length
• Use at least one number, one uppercase and one lowercase letter, and one special character

Confirm New Password

Confirm password

Change Password

In Online Banking

1. Click the **Forgot Password** link on the login page. (Depending on which login page you are on, this may say **Forget Your Password**.)

2. Enter your access/user ID, last four digits of your tax ID number, and email address.

3. Click **Submit** when you're ready.

4. Your password will be sent to the email address associated with your access/user ID.

② Forgotten Password

Access ID: [   ]
Last 4 Digits of Tax ID Number: [   ]
Email Address: [   ]

Password will be Sent Via E-mail
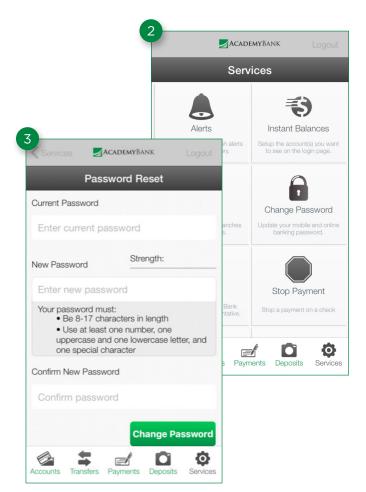
[Submit]

TIP

After three unsuccessful attempts at answering your identity questions or other challenges, you will be locked out of your account. If you need additional assistance, call or visit a branch near you.

How to Change Your Password

In the Mobile App

1. Log into the mobile app.

2. Go to **Services** and tap **Change Password**.

3. Enter your current password.

4. Using the password guidelines, enter a new password, then enter it again in **Confirm New Password**.

5. Tap **Change Password** when you're ready.

6. Use your new password next time you log into the mobile app or Online Banking.

Note: Make sure you're updated to the latest version of the mobile app to access this feature.

Message and data rates charged by your mobile phone carrier may apply.
Alerts received as text messages on your cell phone may incur a charge from your cellular provider.

In Online Banking

1. Log into Online Banking.

2. Click on **Mobile & Online Banking Options** at the top of the page.

3. On the **Options** page in the **Password** section, click **Edit**.

4. Enter your current password.

5. Enter your new password, then enter it again in **Confirm New Password**.

6. Click **Submit** when you're ready.

2
Chat is Available   MOBILE & ONLINE BANKING OPTIONS | CUSTOMER SERVICE | HELP | LOGOFF

3
Options

Password
Password: **************
Edit

4
Options

Change Password
* Current Password:
* New Password:
* Confirm New Password:
* Indicates Required Field

Please change your password and/or Access ID. The Access ID must be 6-19 characters. The password must be 8-17 characters and include 2 letters, 2 numbers and 1 special character (!@#$%^&*). Comma and quotes are not supported. Both are CASE SENSITIVE.

Submit   Cancel

TIP
You will receive a confirmation alert or email once your password has been changed.