

High Level Description	
Process	Change Access Online Password
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Overview

You can use this business process guide as reminder of the basic steps for resetting your password if you forget your password when you go to log in to Access Online.

Change Password

Navigate to [Access Online Homepage](https://access.usbank.com)
(<https://access.usbank.com>)

The Welcome to Access Online page displays.

1. Enter Organization Short Name csuca
2. Enter User ID
3. If you forget your password, click the "Forgot your password?" link

Note: If you tried your password twice and it does not work, click the [Forgot Your Password](#) hyperlink before you try it the third time and get locked out of the system.

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Contact Us
[Login](#)

Please enter the information below and login to begin.

Organization Short Name:

User ID:

Password:

[Login](#)

[Forgot your password?](#)

[Register Online](#)

[Website/Browser Requirements](#)

All of **us** serving you™

Welcome to Access Online!

Please enter the information below and login to begin.

Organization Short Name:

User ID:

Password:

[Login](#)

[Forgot your password?](#)

[Register Online](#)

[Website/Browser Requirements](#)

The Login – Forgot Password page displays.

You will be asked an authentication question. For example, Pet's Name.

4. Enter your response
5. Click Continue

Login
Forgot Password

Enter the response to your authentication question. If you are an administrator.

User ID: ch1purchase
Organization Short Name: acme71

Authentication Question: Pet's Name

Enter the response to your Authentication Question:

Continue

[<<Back to Login Page](#)

The Login – New Password page displays.

You will now be directed to Enter New Password. It must be between 8-20 alphanumeric characters.

6. Enter New Password
7. Re-enter New Password
8. Click Save

Note: You can not re-use the same password for at least one year.

Login
New Password

Please enter a new password between 8-20 alphanumeric characters easy for you to remember but not for others.

User ID: Ch1purchase
Organization Short Name: ACME71

Enter New Password:

Re-enter New Password:

Save

[<<Back to Authentication](#)

Whom to Contact for Help?

For additional help or to report problems with this functionality, please log a ticket via the [Service Desk](http://www.csueastbay.edu/servicedesk) (<http://www.csueastbay.edu/servicedesk>).