



# Administrative Applications — Business Process Guide

**Process:** Change Access Online Password

**Module:** ProCard

High Level Description	
Process	Change Access Online Password
Module	ProCard
Document Type	Business Process Guide

Revision Control			
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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.

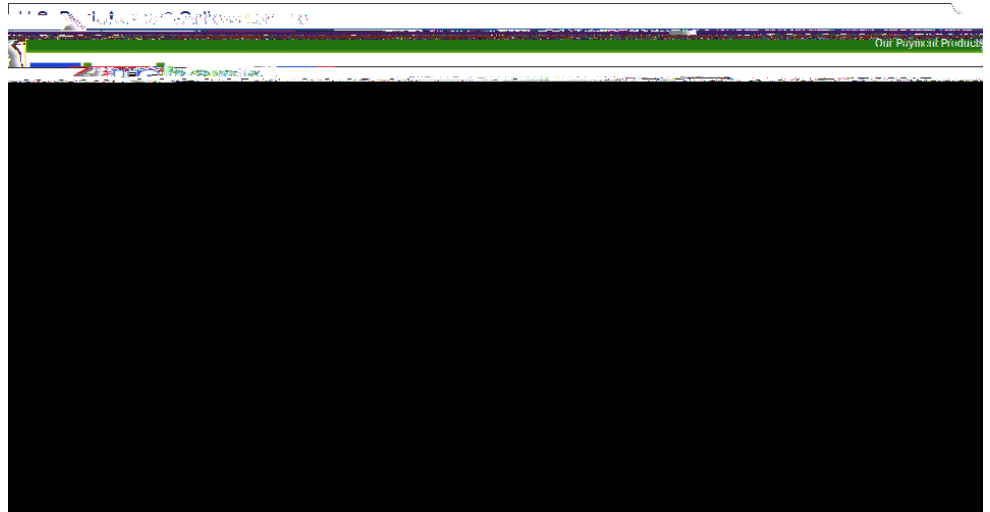
## Change Password

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.*

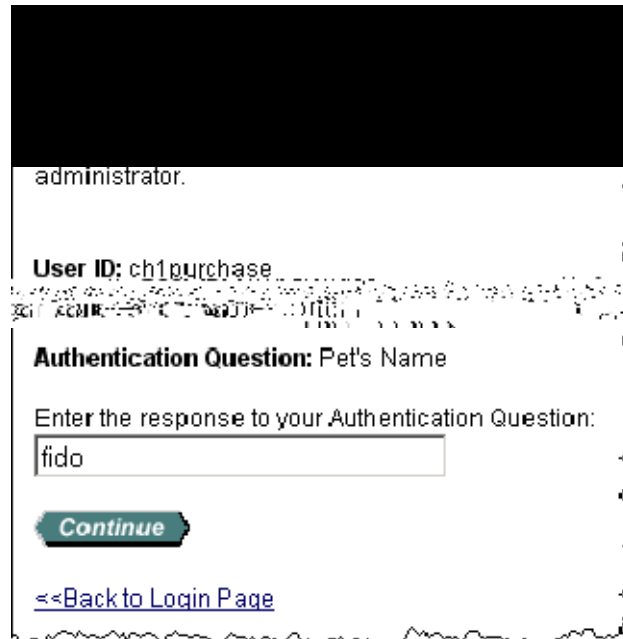
A screenshot of the login form on the Access Online page. The form is titled "Welcome to Access Online" and contains the following fields and links:

- Organization Short Name:
- User ID:
- Password:
- 
- [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



administrator.

**User ID:** ch1purchase

**Authentication Question:** Pet's Name

Enter the response to your Authentication Question:

[Continue](#)

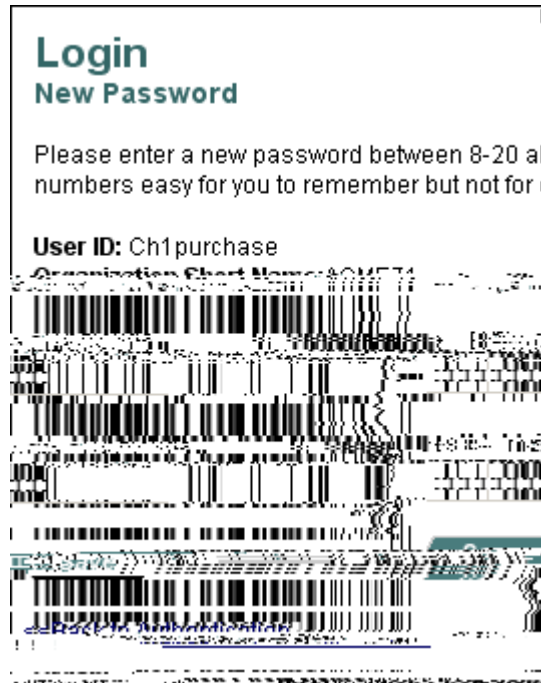
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### The Login – New Password page displays.

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 Passport
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

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