

Getting Started

Resetting a Forgotten Password

If you happen to forget your password, you can easily reestablish a new one from the Charter Bank Home page—no need to call us!

The first screenshot shows the Charter Bank login page. At the top is the Charter Bank logo and the slogan "Chart Your Success With Us!". Below the logo are two input fields: "USERNAME" and "PASSWORD" with a "SHOW" link. A green "SIGN IN" button is below the password field. At the bottom, there is a "Remember Username" checkbox and a "Forgot Username" link. A red circle with the number "1" highlights the "Forgot Password" link.

The second screenshot shows the "Enter your information below:" form. It has a "USERNAME" input field with a "required" label. Below the field is a grey "CONTINUE" button and a "Back to Sign In" link. A red circle with the number "2" highlights the "CONTINUE" button.

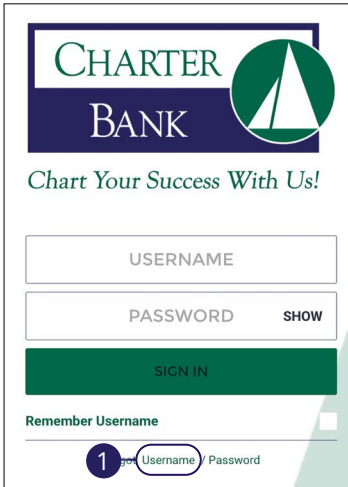
The third screenshot shows the security question form. The question is "What is your oldest sibling's birthday month and year? (e.g., January 1900)". It has an "ANSWER" input field with a "required" label. Below the field is a grey "SEND RESET LINK" button and a "Back to Sign In" link. A red circle with the number "3" highlights the "SEND RESET LINK" button.

1. Click the "Password" link.
2. Enter your username and click the **Continue** button.
3. Answer the security question and click the **Send Reset Link** button.
4. An email will be sent to you. Follow the instructions to reset your password.

Getting Started

Retrieve a Forgotten Username

If you happen to forget your username, you can easily retrieve it from the Charter Bank Home page—no need to call us!



CHARTER BANK
Chart Your Success With Us!

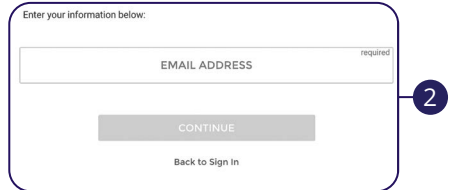
USERNAME

PASSWORD **SHOW**

SIGN IN

Remember Username

1 [Forgot Username](#) Password

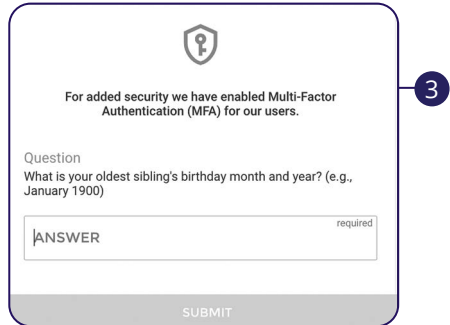


Enter your information below:

EMAIL ADDRESS required

CONTINUE

Back to Sign In



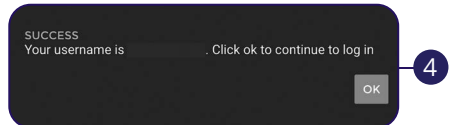
?

For added security we have enabled Multi-Factor Authentication (MFA) for our users.

Question
What is your oldest sibling's birthday month and year? (e.g., January 1900)

ANSWER required

SUBMIT



SUCCESS
Your username is . Click ok to continue to log in

OK

1. Click the “Forgot Username” link.
2. Enter your email address and click the **Continue** button.
3. Answer the security question and click the **Submit** button.
4. Your username will be displayed. Click the **Ok** button to log in.