

# QUICK GUIDE: Locked Out/Forgot Credentials



**EVOLVE**  
gecreditunion.org/evolve

If you forgot your login information or received one of the following errors, use these instructions to easily and quickly re-gain access to your accounts.

- The Username and/or Password you entered does not match our records. Try again.
- Your account has been locked due to multiple invalid login attempts.

**Note:** If this is your first time logging in since our upgrade on July 3<sup>rd</sup>, **this feature will not work**. Log in for the first time using your existing Username and your temporary password: your 4-digit year of birth + the last 4 digits of your SSN.

**1** From our homepage, click **I can't access my account** under the main login box.

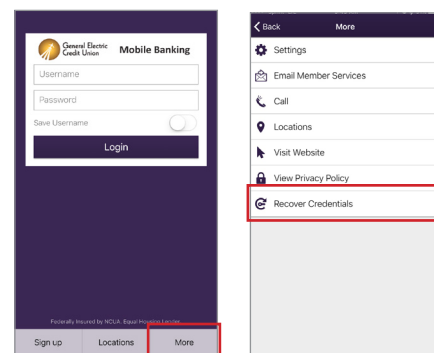
After opening our mobile app, tap **More** then **Recover Credentials**.

Online Banking Login

Username  Password

Not an Online Banking user? [Enroll Now](#)

[I can't access my account](#)



**2** **If you forgot your Password:** Enter the phone number associated with your account and your Username and click **Send me a new password**.

**If you forgot your Username:** Select **I forgot my username** and enter your email address to have your Username emailed to you and log in.

If you receive your Username and don't know your password, enter your phone number and Username and select **Send me a new password**.

Can't access your account?

Just provide the following information and we'll send you a new password.

Phone number  
This phone number must be already added to your account.

+1 (xxx) xxx-xxxx

Username  
Enter username

[Go back to login](#)

[I forgot my username](#)

Can't access your account?

Provide the following information and we'll send you a temporary password.

Phone number  
+1 (xxx) xxx-xxxx

This phone number must be already added to your account.

Username

[I forgot my username](#)

**3** You will receive a phone call or text (if enabled) with your temporary password.

Enter your temporary password and click **Confirm**. This password will not expire until it is used to log in.

Upon a successful login, you will be prompted to change your password.

We just sent you a new password at (123) 456-7890

Enter the password we sent you

Didn't receive the password? [Send it again](#)

[Go back and try a different number](#)

We just sent you a temporary password

Enter the password we sent to (513) 910-0989

(123) 456-7890

Didn't receive the password?  
[Send password again](#)  
[Try a different number](#)