What if I forgot my Username or Password?

If you forget your username or password and your account is not locked, you can use the Forgot Your Username or Password option to reset. Depending on the configuration, you may not be able to reset your username or password from an unregistered browser.

To reset a forgotten username or password:

1. From the Mobile app or from the GoPerformanceFinance.com Log In, click or tap **Forgot your Username or Password.**
2. Enter your email address associated with your account and click or tap **Reset My Password**. An email is sent to the email address provided containing the Username and instructions for setting a new password.
3. On the New Password page, do the following:
    1. Enter your new password in the **New Password** field.
    2. Re-enter the password in the **Confirm Password** field.
    3. Click or tap **Change my Password**.
4. Your password is now updated. Click or tap **Log In.**

Changing your password
To change your account password:

1. On the Dashboard in your account, in the top right-hand corner, click **Your Name**, then **Settings**. The Settings page appears.
2. Click or tap **Change Password under User Profile**.
3. Enter your existing password in the **Old Password** field.
4. Enter your new password in the **New Password** field.
5. Re-enter the new password in the **New Password Confirmation** field.
6. Click or tap **Change my Password** to submit the change.

Password Requirements:
Must be:

1. Be at least eight characters long (this can be configured by the you to be greater than 8)
2. Not be similar to user first or last name or email
3. Not be a common word or passphrase
4. Not be all numbers

Password Guidelines:

Remember to avoid the following password pitfalls:

- Do not choose passwords or security codes that others can easily guess.
- Do not reuse passwords for multiple sites.
- Never use your account numbers.
- Do not use personal contact information, such as addresses or phone numbers.
- Do not use personal information, such as your name, birthday, Social Security Number, passport number, or the names or information for family members or friends.
- Do not use sequences of characters such as 1234567 or abcdefg.
- Do not rely on look-alike substitutions of numbers or symbols alone. Passwords like P@ssw0rd are easy to guess, but can be effective when you also change the case of the letters, the length of the words, and misspellings, or when you use multiple unrelated words in a phrase.
- Do not use dictionary words.

Updating your username

Why do you recommend I change my Username?
Creating a personalized Username provides additional security to the online and mobile banking experience. It is a security best practice to avoid incorporating any sensitive information in your Username (including social security numbers and birthdays).

What are the Username requirements?

- May contain letters, numbers, and the following special characters:
  - @ At symbol
  - . Period
  - + Plus sign
  - - Minus sign/dash
  - _ Underscore
- Must not include any spaces
- Must be between 4 and 25 characters

Can you change it for me?
We are happy to guide you through the process; however, for security purposes, we cannot perform the actions on your behalf.

How do I change my Username?

On the dashboard, Click on **Your Name > Settings> User Profile> Username.** Type your desired **New Username** and select **Update Username**.

What do I do if I forget my Username?

Use the "Forgot your Username and Password" button under Log In and enter email address associated with the account. An email is sent out containing the Username and Reset Password link. You will not need to reset your password if you do not want to do so.

Troubleshooting saved passwords or AutoCompleted items after changing Username

If you have your computer browser set to remember your Performance Finance Username and/or password, you will need to update it to your newly created custom Username.

Below are articles you might find helpful regarding how to manage saved passwords.

Note: We do not endorse or guarantee these sites.

- Google Chrome Support article
- Microsoft Edge
- Internet Explorer 11 Microsoft Support article
- Internet Explorer 10 Microsoft Support article
- Mozilla Firefox Support article