

Recover Username

Last Updated: 24-January-17

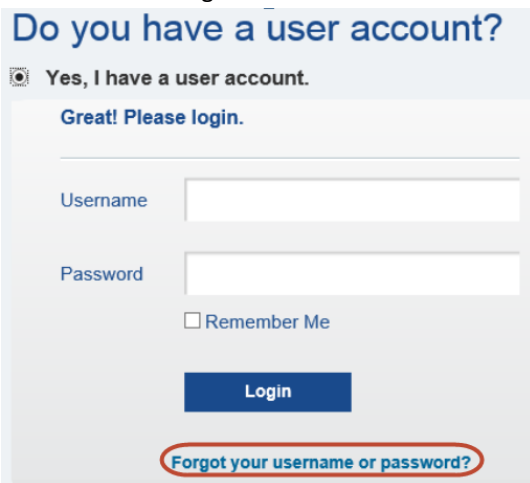
About Updating Your User Profile

If you forget your CUSO Registry account username, you can recover it by clicking the **Forgot your username or password** button located on the CUSO Registry home page.

Step 1: Navigate to Recover Username

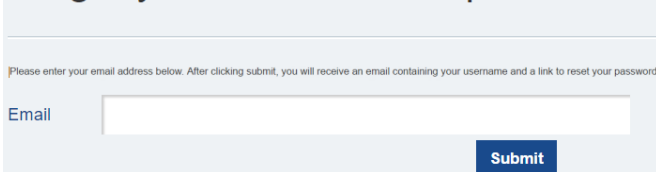
To begin, navigate to the login page of the CUSO Registry:

1. Open a Web browser and navigate to the [CUSO Registry](#).
2. Click the **Forgot your username or password?** located underneath the login fields.



3. On the **Forgot your username or password** page, enter the email address associated with your CUSO Registry account.

Forgot your username or password?



Step 2: Validate Email

If the system recognizes the email submitted, you will be given a notice that an email has been sent to the email address provided with your account information.

Forgot Username or Password Confirmation

Please check your email for your username or to reset your password.

Note: If you cannot remember the e-mail address associated with your account, please contact NCUA OCIO Technical Support (contact information located at the bottom of this Quick Guide).

Step 3: Verify Account Login

To verify your account access:

1. Log in to the email account you provided and locate the email from noreply@ncua.gov. The subject will be "CUSO Registry—Username/Reset Password."

National Credit Union Administration <noreply@ncua.gov>
CUSO Registry - Username/Reset Password

2. Your username will be located in the body of the email. If you also need to reset your password, use the link provided in the email.
3. Return to the CUSO Registry and login to your account to verify you can access your account with the information provided in the email.

