

MyACBL Security Updates

Detailed Instructions for Updating User Security Information

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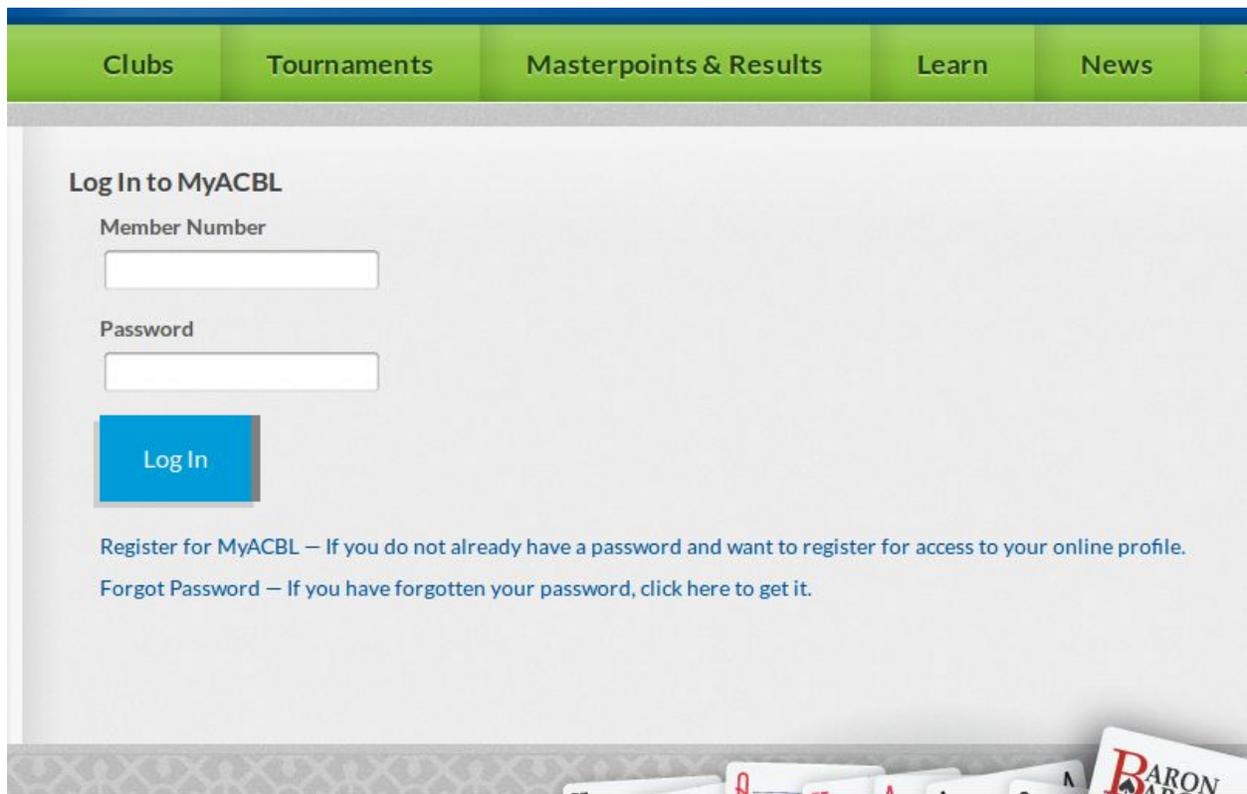
[Still having trouble? Contact Us](#)

Getting Started

Existing MyACBL users:

Go to the MyACBL login page:

<https://web3.acbl.org/login>



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Log In to MyACBL

Member Number

Password

Log In

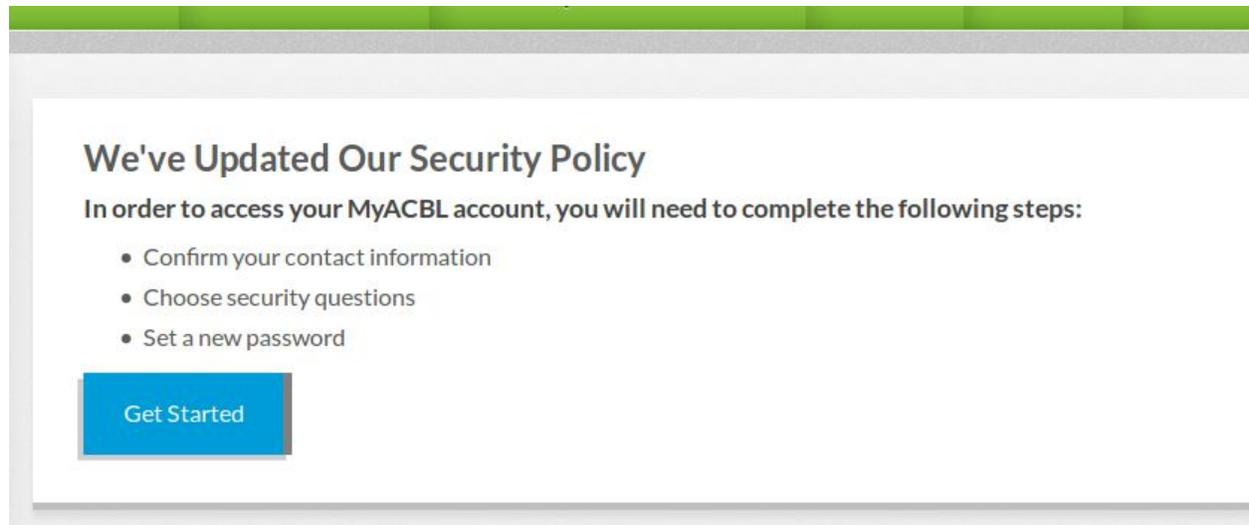
[Register for MyACBL](#) – If you do not already have a password and want to register for access to your online profile.
[Forgot Password](#) – If you have forgotten your password, click here to get it.

Enter your ACBL member number and MyACBL password. Click the "Log In" button.

Members not already registered with MyACBL:

Click the "Register for MyACBL" link, located below the login form on the same page.

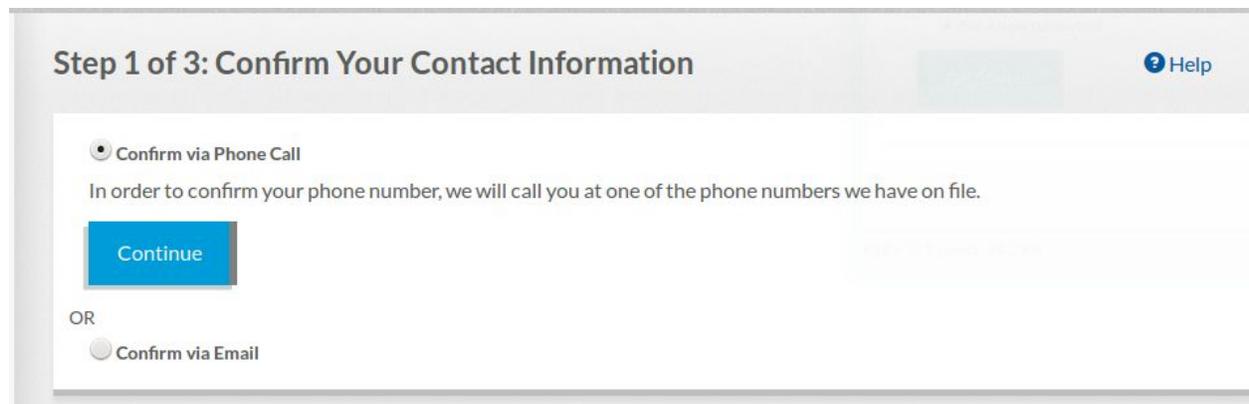
You will be taken to the following screen, which explains the steps to take to update your MyACBL security settings.



Click the "Get Started" button.

Step 1: Confirm your Contact Information

You will be taken to the first step of the process: confirming your contact information that is on file with the ACBL.



You have up to two choices, based on the information that we have on file for you:

- you can confirm one of the phone numbers on file by answering an automated phone call to that number.
- you can confirm the e-mail address we have on file by receiving an e-mail at that e-mail address

If you believe we have a correct phone number on file for you, choose phone, or vice-versa for e-mail.

You can always start over and choose the other option by clicking the blue "Help" link at the top right of the screen and selecting "Start Over" from the dropdown menu.

If you choose to confirm a phone number:

Select the radio button that says "Confirm via Phone Call" and click the "Continue" button.

Step 1 of 3: Confirm Your Contact Information [Help](#)

Confirm via Phone Call

In order to confirm your phone number, we will call you at one of the phone numbers we have on file.

Continue

OR

Confirm via Email

You will be taken to a page that lists the phone numbers we have on file for you.

Select the radio button for the phone number that you want to receive a phone call on.

When you are ready to receive a call on the selected phone, click the "Call" button.

Step 1 of 3: Confirm Your Contact Information [Help](#)

Choose a phone number to call:

(6XX) [redacted]

Press the "Call" button below to call your phone. You should receive a phone call within 60 seconds after pressing the call button.

When you answer, you will be asked to enter the confirmation code displayed below. Press the buttons on your phone keypad to enter the confirmation code.

Confirmation Code:

995 [redacted]

Within 60 seconds after clicking the Call button, you should receive a call on the phone number you selected.

Answer the call, and then enter the confirmation code displayed on the screen on your phone keypad.

If you enter the confirmation code correctly on your phone, the website will automatically redirect you to [step 2](#) in your browser.

If you enter the code incorrectly, or if there is a problem calling your phone, you may see an error message displayed on the screen. You have the option to try again.

Step 1 of 3: Confirm Your Contact Information Help

Choose a phone number to call:

(6XX) [Redacted]

Press the "Call" button below to call your phone. You should receive a phone call within 60 seconds after pressing the call button.

When you answer, you will be asked to enter the confirmation code displayed below. Press the buttons on your phone keypad to enter the confirmation code.

Confirmation Code:

[Redacted]

You did not enter the correct code within the time allowed.

[Try Again](#)

If you simply entered the confirmation code incorrectly, you can click the "Try Again" button to generate a new confirmation code and try again.

If you believe the phone number we have on file may be incorrect, or if there seems to be a problem with receiving the automated call on your phone, you can [start over](#) and confirm your e-mail address instead.

If you are still having problems, you can [contact us](#) for further assistance.

If you choose to confirm an e-mail address:

Select the radio button that says "Confirm via E-mail" and click the "Continue" button.

Step 1 of 3: Confirm Your Contact Information Help

Confirm via Phone Call

OR

Confirm via Email

In order to confirm your e-mail address, we will send an e-mail to the address we have on file for you.

[Continue](#)

An e-mail will automatically be sent to the e-mail address we have on file for you. You will be redirected to a page with instructions on how to continue. You should receive an e-mail within 10 minutes after clicking the button.

Sending E-mail

[Help](#)

An e-mail containing a password reset link is being sent to you at xxxxxxxx@acbl.org. Please follow the instructions contained in the e-mail in order to reset your password.

If you do not receive the e-mail, you can [start over](#) and try to confirm via phone, or [contact us](#).

Step 2: Choose Security Questions

Once you confirm your phone or e-mail address, you will be taken to step 2.

Step 2 of 3: Choose Security Questions

[Help](#)

Security Question #1:

What is the name of the place your wedding reception was held?

Question #1 Answer:

Security Question #2:

What is your oldest cousin's first and last name?

Question #2 Answer:

Security Question #3:

What was the last name of your third grade teacher?

Question #3 Answer:

Submit

Choose 3 security questions. You can choose one of the options from the dropdown list, or write your own question, for each.

If you choose the "Write your own question..." option from the dropdown, a field will be provided for you to enter your custom security question.

[See our FAQ](#) for tips on choosing good security questions and answers.

Step 3: Set your New Password

Once you have chosen your security questions, you will be taken to step 3.

- Security questions saved successfully.

Step 3 of 3: Set Your New Password

[Help](#)

Your new password must be:

- Between 8 and 16 characters in length
- Contain at least one lower case letter
- Contain at least one upper case letter
- Contain at least one number
- Contain at least at least one of the following special characters:
! @ # \$ % & * () - _ +

New Password: *

Confirm New Password: *

Submit

Enter a new password to use for accessing your MyACBL account.

There are new requirements for MyACBL password strength. As you type in the password field, when you meet each strength requirement, you will see it turn green.

Your new password must be:

- ✘ Between 8 and 16 characters in length
- ✔ Contain at least one lower case letter
- ✔ Contain at least one upper case letter
- ✘ Contain at least one number
- ✘ Contain at least at least one of the following special characters:
! @ # \$ % & * () - _ +

New Password: *

Confirm New Password: *

Submit

Note: If you do not already have an e-mail address on file with the ACBL, you will also be asked to provide one on this page, so that we can send you security notifications via e-mail in the future.

Having trouble? Start Over

If you are having trouble at any point in the process, and would like to start over, click the "Help" link at the top right of the screen and select "Start Over" from the dropdown menu in order to be taken back to step 1.

Step 1 of 3: Confirm Your Contact Information [Help](#)

Choose a phone number to call:

(6XX) 7XX-2X58

Press the "Call" button below to call your phone. You should receive a phone call within 60 seconds after pressing the call button.

When you answer, you will be asked to enter the confirmation code displayed below. Press the buttons on your phone keypad to enter the confirmation code

FAQ

Detailed Instructions

Start Over

Still having trouble? Contact Us

If the contact information we have on file for you is incorrect, or if you are having trouble completing any part of your security set-up process, please contact the ACBL Membership department at:
800-264-2743