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Frequently Asked Questions

✓ What should I do if I've forgotten my username or password?

At the sign in screen, choose [Forgot Username/Password](#) and follow the instructions. If you're still unable to sign in, please call us at the number on the back of your card.

✓ How do I change my username or password?

You can change your personal details, including your chase.com username, password, and more by choosing [Profile & Settings](#).

✓ How do I request a Personal Identification Number (PIN) for my credit card?

To request a PIN, please call us at [1-800-297-4970](tel:1-800-297-4970) and follow the instructions provided by the automated system. We accept operator relay calls.

✓ How do I reset the Personal Identification Number (PIN) for my credit card?

To change your PIN, you can call [1-800-297-4970](tel:1-800-297-4970) and follow the instructions provided by the automated system. We accept operator relay calls.

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