

How to create your USAA Serves account

- If you **don't have an account on USAA Serves**, you need to establish one. To do that:
 - On the initial screen, select "Sign in with a login and password".
 - Login fields will be displayed; **however, just select "Forgot Password"**, where you will enter your email address and click on "E-mail new password".
 - You will receive an email with a link to a temporary login. Click on the link and follow the instructions to create your password.

Note: If you do not receive the email with a link to a temporary login, contact goldeneagleadmin@usaa.com.

How to log in to USAA Serves

- If you already have an account on **USAA Serves**:
 - Click on <https://usaa.benevity.org>, or copy and paste it in your browser

or

 - On the Club website (<https://goldeneagle.club>) click on the Volunteer tab and then click on **Log in to your USAA Serves account**.
 - On the initial screen, select "Sign in with a login and password".
 - In the login fields, enter your "Username" and your password.

Note: Your "Username" is your first name and last name separated by a period, with all spaces and special characters removed (ex. robert.smith, maryellen.obrien). The field is not case sensitive.

Need to reset your password?

- If you need to **reset your password**:
 - Go to USAA Serves (usaa.benevity.org):
 - On the initial screen, select "Sign in with a login and password".
 - Login fields will be displayed; however, don't type in your user name - **just select "Forgot Password"**, where you will enter your email address and click on "E-mail new password".

- You will receive an email with a link to a temporary login. Click on the link and follow the instructions to create your password.
- Your User Name will be your first name, followed by a period, followed by your last name (example john.doe) – this is not case sensitive.

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