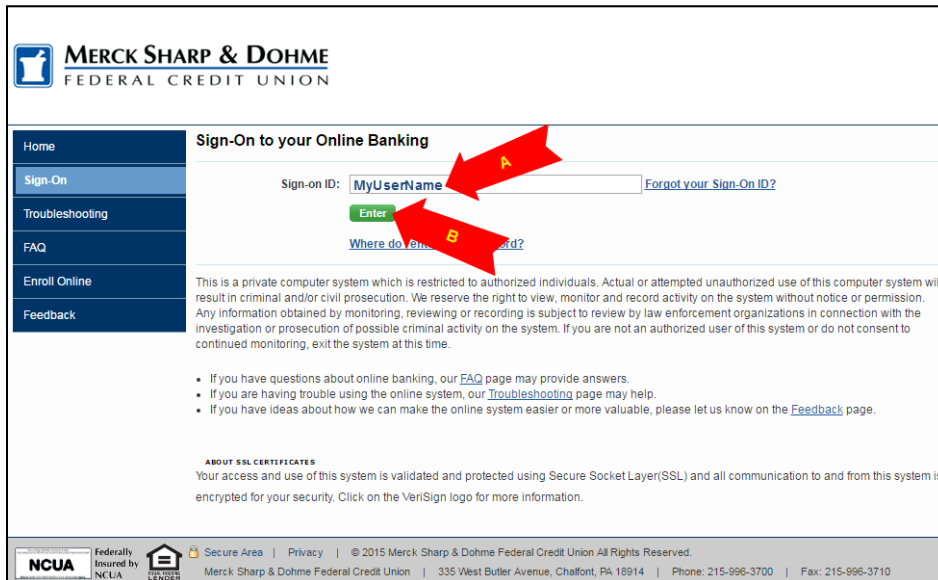


## How To: Reset Your Password

If you have forgotten your password you can reset it **BEFORE** you become locked out. **NOTE: performing 4 unsuccessful password attempts will lock you out.**

1. From the **Sign-On to your Online Banking** screen
  - A. Enter your online banking **Sign-On ID**
  - B. Click **Enter**



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Sign-on ID:  [Forgot your Sign-On ID?](#)

[Where do I enter my Sign-On ID?](#)

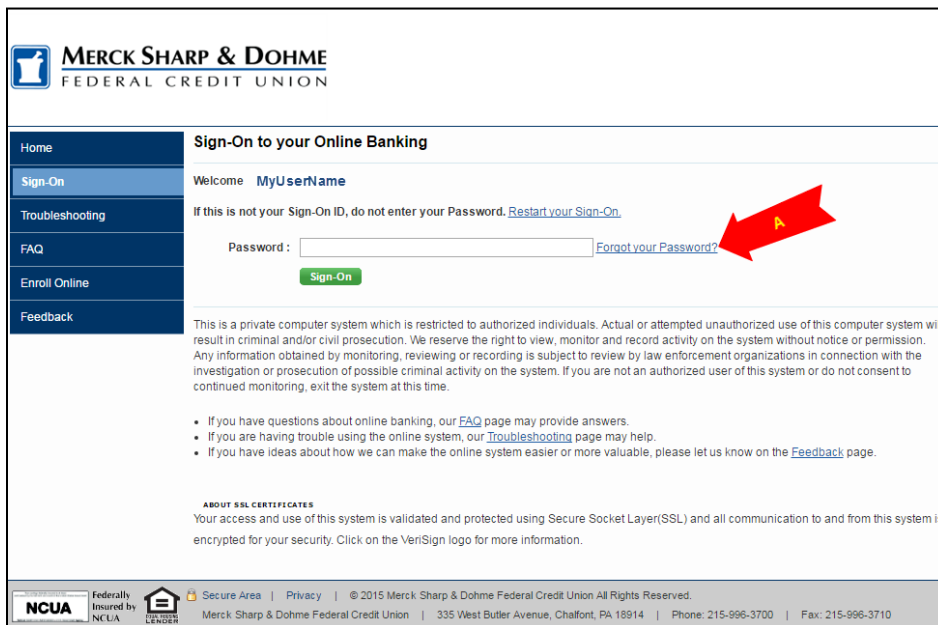
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2. **Sign-On to your Online Banking** screen 2
  - A. Click on the **Forgot your Password** link.



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Welcome **MyUserName**

If this is not your Sign-On ID, do not enter your Password. [Restart your Sign-On.](#)

Password:  [Forgot your Password?](#)

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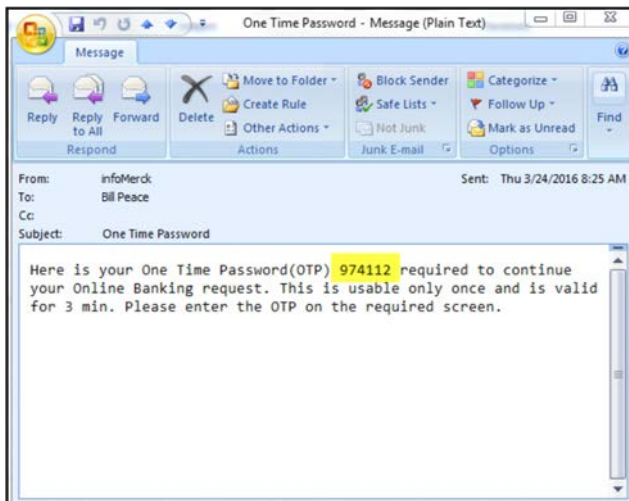
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### 3. Forgot Your Password – Retrieve Step 1

- A. Retype your online banking **Sign-On ID**
- B. Enter your **E-Mail Address**
- C. Click **Continue**



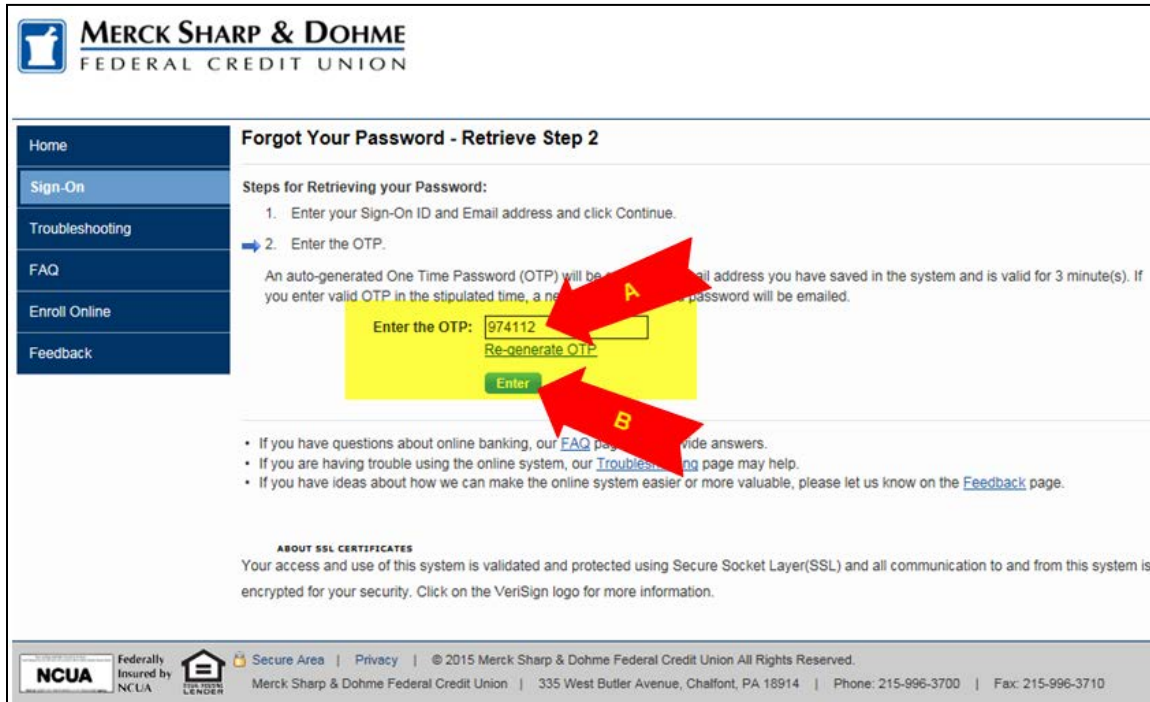
- 4. Check your email account you will receive a **One Time Password (OTP)** code. This code is only good for **three minutes** before it expires. **You must type in the OTP code, do not use copy and paste.**



5. Return to the **Forgot Your Password – Retrieve Step 2** screen

- A. Enter the **One Time Password (OTP)** code.
- B. Click **Enter**.

*If you run out of time you can click on the **Re-generate OTP** link.*



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### Forgot Your Password - Retrieve Step 2

Steps for Retrieving your Password:


1. Enter your Sign-On ID and Email address and click Continue.
2. Enter the OTP.

An auto-generated One Time Password (OTP) will be emailed to the email address you have saved in the system and is valid for 3 minute(s). If you enter valid OTP in the stipulated time, a new password will be emailed.

Enter the OTP:  [Re-generate OTP](#)

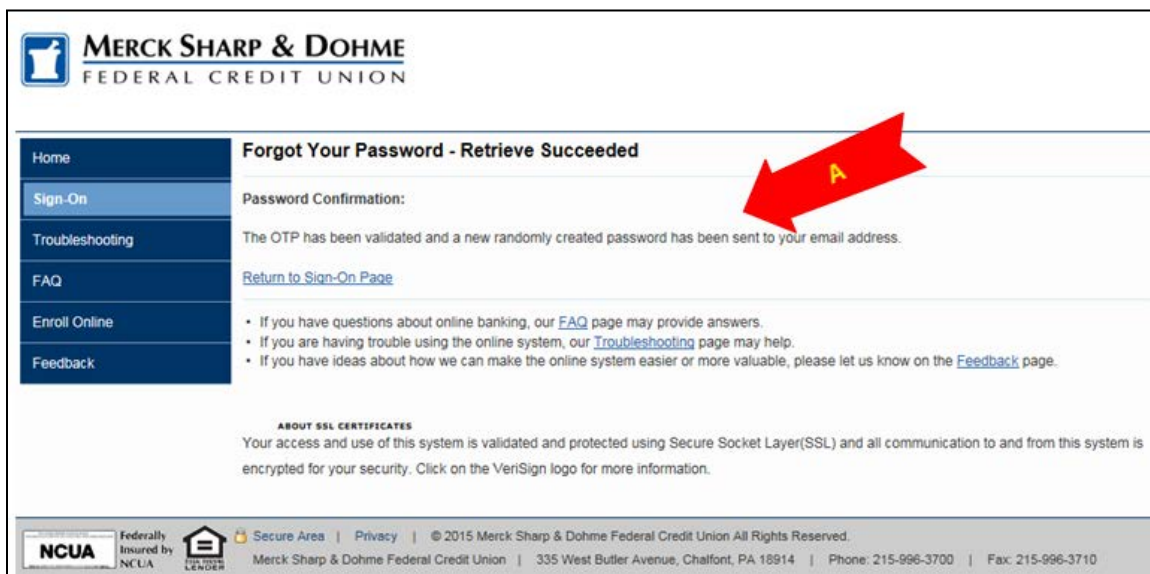
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6. **Forgot Your Password – Retrieve Succeeded** screen

- A. Once the OTP has been accepted, a new randomly created password will be sent your email address.



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### Forgot Your Password - Retrieve Succeeded


Password Confirmation:

The OTP has been validated and a new randomly created password has been sent to your email address.

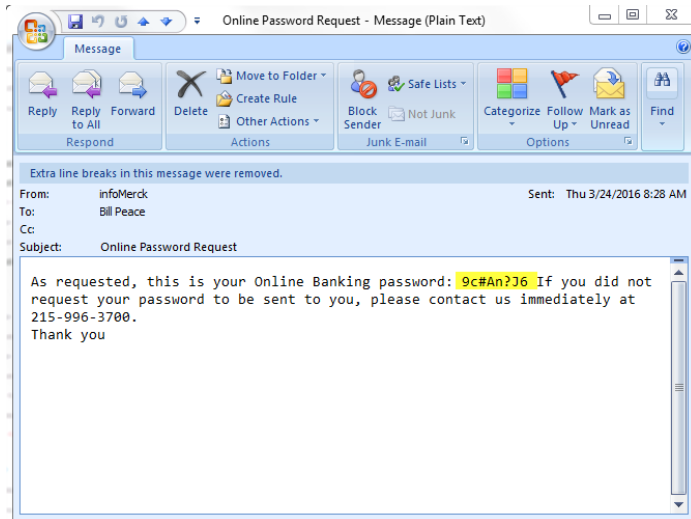
[Return to Sign-On Page](#)

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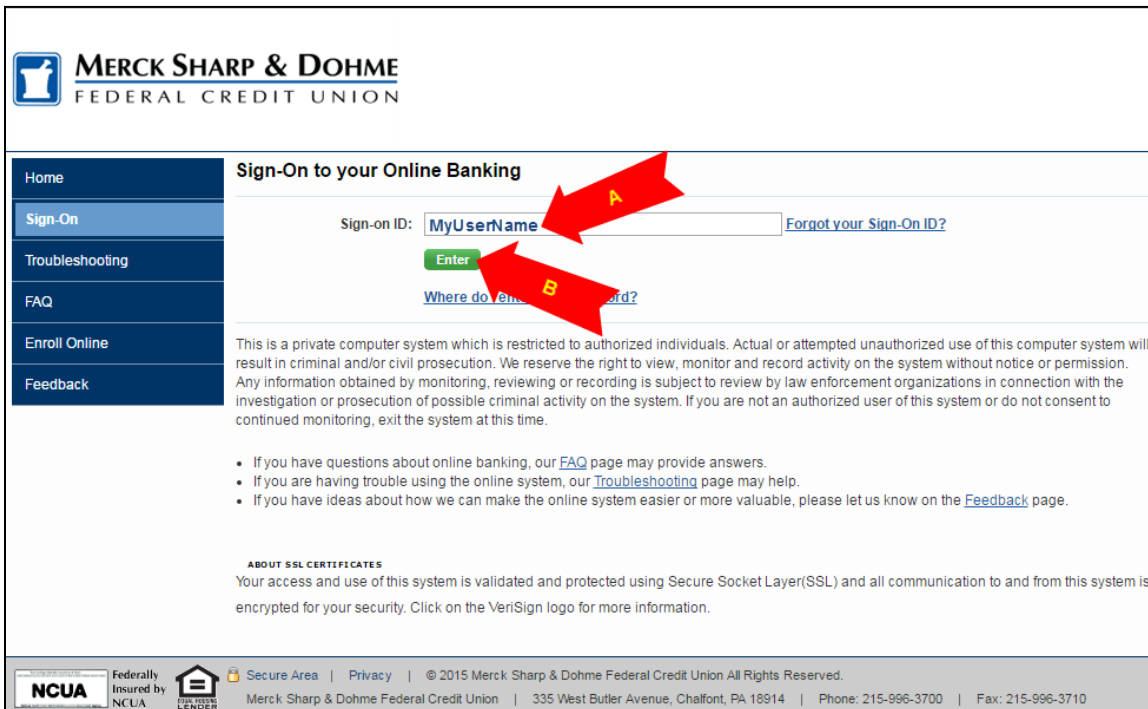
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7. Return to your email. You will receive a second message with a new temporary password. **You must type in the password, do not use copy and paste.**



8. Return to the **Sign-On to your Online Banking** screen 1
  - A. Enter your online banking **Sign-On ID**
  - B. Click **Enter**.



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Home  
Sign-On  
Troubleshooting  
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Enroll Online  
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### Sign-On to your Online Banking



Sign-on ID:  [Forgot your Sign-On ID?](#)

[Where do I enter my password?](#)

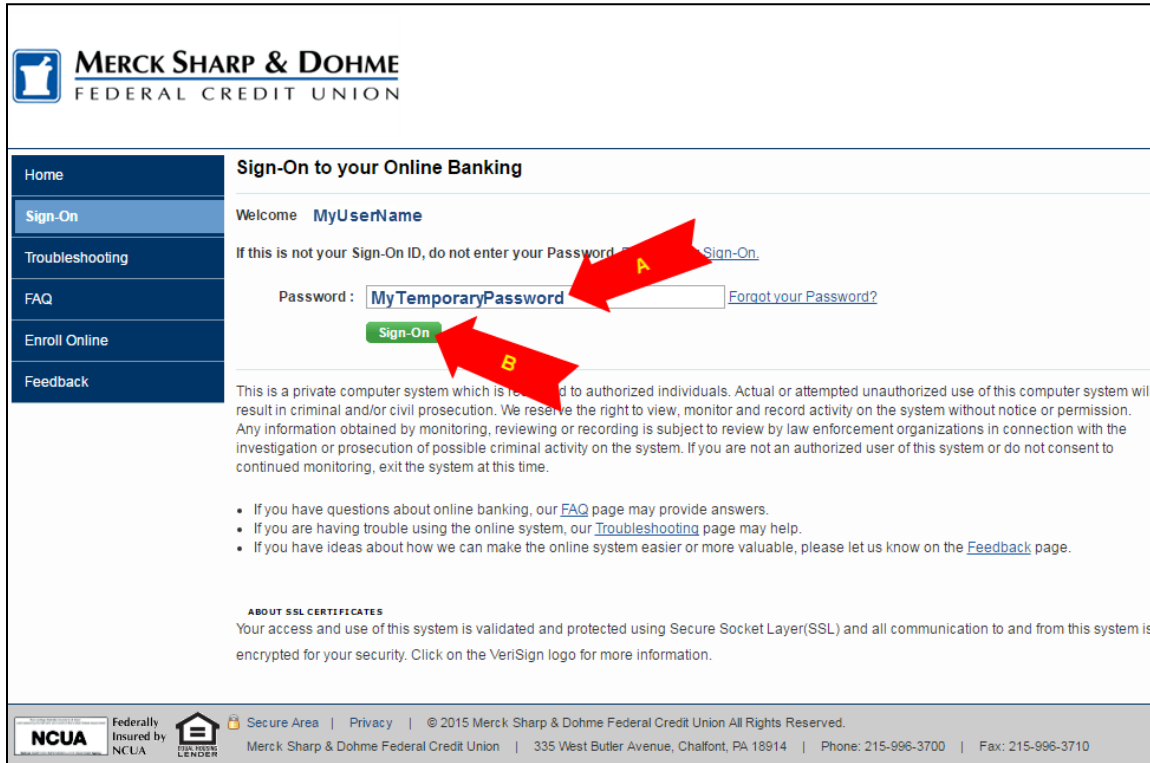
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9. On the **Sign-On to your Online Banking** screen 2
  - A. Type your new temporary password from the second email. Click
  - B. **Sign-On.**



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Home | **Sign-On to your Online Banking**

Welcome **MyUserName**

If this is not your Sign-On ID, do not enter your Password. [Sign-On.](#)

Password:  [Forgot your Password?](#)

**Sign-On**

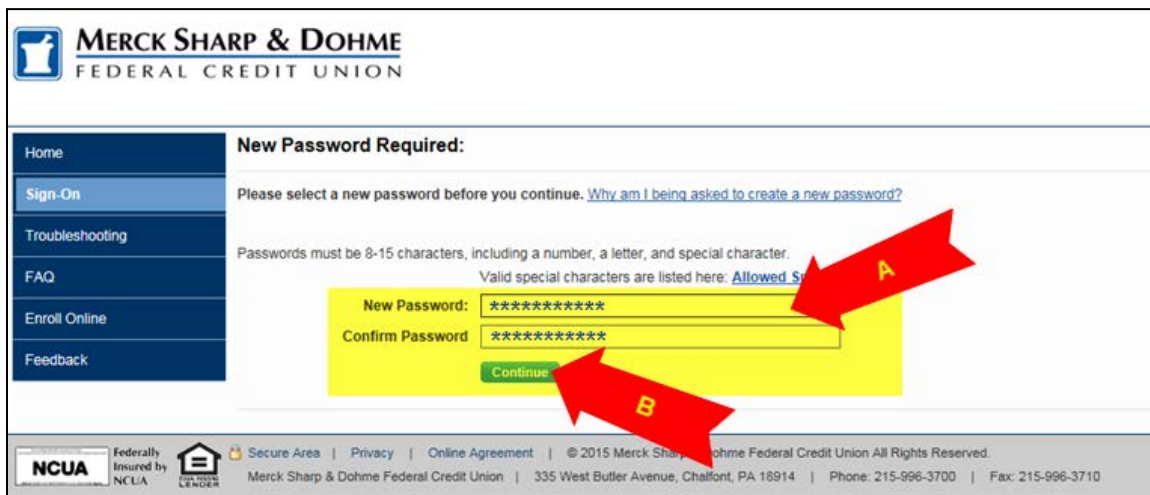
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10. On the **New Password Required** screen
  - A. You will now be asked to create a new password and confirm it.
  - B. Click **Continue**
  - C. Now log back in using your newly created password.



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Home | **New Password Required:**

Please select a new password before you continue. [Why am I being asked to create a new password?](#)

Passwords must be 8-15 characters, including a number, a letter, and special character.  
Valid special characters are listed here: [Allowed S](#)

New Password:

Confirm Password:

**Continue**

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