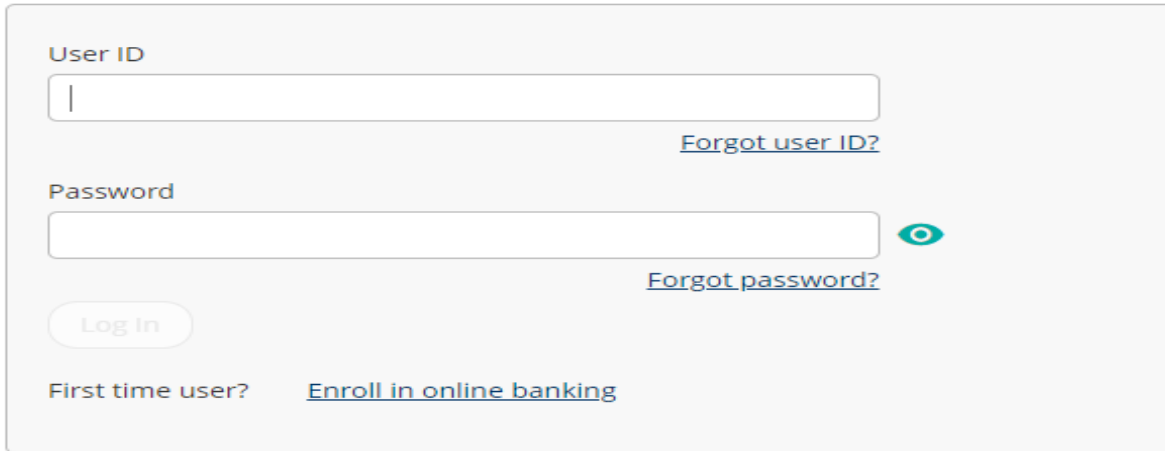# Password Reset Instructions

1. Visit the [Online Banking login](#) page
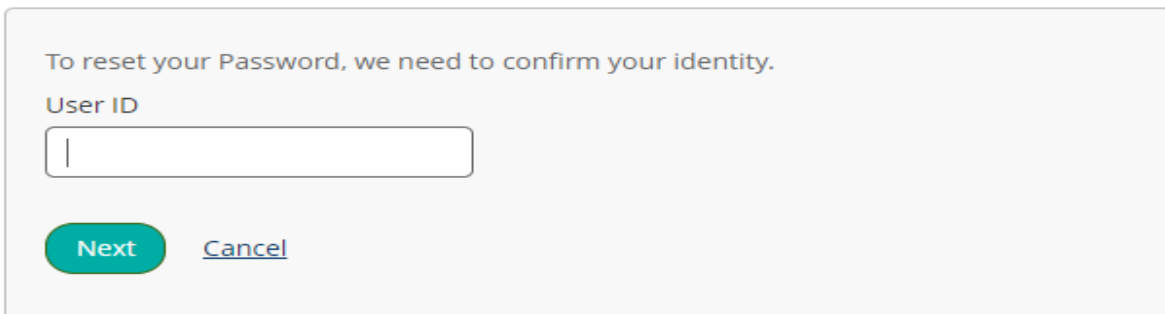
Log In

User ID

Forgot user ID?

Password

Forgot password?

Log In

First time user?   Enroll in online banking

2. Click ***Forgot password?*** under the Password field.
3. Enter your User ID.

Reset Password

To reset your Password, we need to confirm your identity.

User ID

Next   Cancel

4. Click the **Next** button.
5. The next page allows for the user to receive an authentication code either via text or call. Select the notification method and click **Next.**

Select Notification Method

1. Select Phone   2. Verify Code   3. Reset Password

For your protection, an additional security step is required. A verification code will be sent to the phone below. You will enter that code on the next screen.

Phone
+xxxxxxxxx70 Home

Notification
- ⦿ Receive a text message
- ○ Receive a call

[Next]   Cancel

6. Enter the code provided and click **Next.**
7. Answer the safety questions configured at the time of account creation.

Answer Security Question

1. Question One   2. Question Two   3. Question Three   4. Reset Password

This action requires you to answer a security question before it can be completed.

Question Who is your favorite celebrity?

Answer

[   ] 👁

[Next]   Cancel

8. Enter new Password.
9. Save