

## How to perform a password reset (For existing users)

1. Go to the Home banking login page using a web browser and click the “reset password” link.
2. Next you will be required to enter your user ID.

**NOTE: These instructions are for web browser or computer.**

First time user?  
[enroll in online banking](#)

Forgotten password?  
[reset password](#)

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

User ID:

NEXT

[cancel](#)

3. Select a method to receive the account verification code and click next.

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:

+x xxx-xxx-xx91 cell phone

Notification:

- Receive a text message  
 Receive a call

NEXT

[cancel](#)

4. Enter the corresponding code that you received and click verify.
5. If you did not receive a code, please contact member services at 804-355-9684.

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

Enter the verification code that was sent to +x xxx-xxx-xx91 cell phone.

Verification Code:

 [send a new code](#)

VERIFY

[cancel](#)

