

Desktop Forgot Password

Resetting a forgotten password allows you to securely update your login credentials to regain access to the online banking platform.

Forgot Password Step-by-Step

Use the following steps to reset your password.

Step	Action
1	Click the Forgot your username or password? hyperlink at the bottom of the screen.
2	Click to select the Personal Account radio button (circle icon).
3	Click and enter the following information in the corresponding fields: <ul style="list-style-type: none">• Username• Date of Birth• Last 6 digits of SSN
4	Click the Reset Password button on the bottom left.
5	Click to select a Verification Method (Text, Voice, or Email) using the drop-down arrow.
6	Click to select a 10-digit Phone Number or an Email Address using the drop-down arrow to receive a verification code.
7	Click the Next button.
8	Check your email or phone for the verification code .
9	Click and enter the Verification Code in the Verification Code field.
10	Click the Next button.
11	Click and create a New Password in the New Password field using the Password must criteria.
12	Click and reenter your password in the Confirm Password field at the bottom of the screen.
13	Click the Reset Password button on the bottom left.
14	Click the Return to Login button.
15	Click and enter your Username in the Username field.
16	Click and enter your Password in the Password field.
17	Click the Log In button.