



## Mobile Forgot Password

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

### Forgot Password Step-by-Step

Use the following steps to reset your password.

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