

Tablet 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 Forgot your username or password? hyperlink at the bottom of the screen.
2	Tap to select the Personal Account radio button (circle icon).
3	Tap and enter the following information in the corresponding fields: • Username • Date of Birth • Last 6 digits of SSN
4	Tap the Reset Password button on the bottom left.
5	Tap to select a Verification Method (Text, Voice, or Email) using the drop-down arrow.
6	Tap to select a 10-digit Phone Number or an Email Address using the drop-down arrow to receive a verification code.
7	Tap the Next button.
8	Check your email or phone for the verification code .
9	Tap and enter the Verification Code in the Verification Code field.
10	Tap the Next button.
11	Tap and create a New Password in the New Password field using the Password must criteria.
12	Tap and reenter your password in the Confirm Password field at the bottom of the screen.
13	Tap the Reset Password button on the bottom left.
14	Tap the Return to Login button.
15	Tap and enter your Username in the Username field.
16	Tap and enter your Password in the Password field.
17	Tap the Log In button.