



### **Forgot Password/Username**

Users are locked out of Online Banking after 5 invalid passwords are entered for their username. An email notification is sent to the user upon lockout. Users can use the Forgotten Password tool to reset their password and unlock their account.

#### **Step 1: Click “I can’t access my account”**

The screenshot shows a login form titled "Log in to my account". At the top, there is a red error message: "The Username and/or Password you entered does not match our records. Try again." Below the error message are two input fields: "Username" and "Password". To the right of the "Username" field is a blue link that says "I can't access my account". At the bottom of the form is a "Login" button.

Access the tool by clicking “I can’t access my account” link.

#### **Step 2: Enter the phone number that was registered when signing up and your username.**

The screenshot shows a page titled "Can't access your account?". Below the title is the instruction: "Just provide the following information and we'll send you a new password." There are two input fields: "Phone number" with the value "+1 (925) 818-4373" and "Username" with the value "skdumbauld". Below the "Phone number" field is a note: "This phone number must be already added to your account." At the bottom left is a "Send me a new password" button. At the bottom right are two blue links: "Go back to login" and "I forgot my username".

Enter phone number and username.

Click here if you forgot your username. You will input your email address and if it matches the one we have stored in Online Banking, an email will be sent to that email address with your username.

#### **Step 3: Enter Password**

The screenshot shows a confirmation screen with the title "We just sent you a new password at (925) 818-4373". Below the title is an input field labeled "Enter the password we sent you" and a "Confirm" button. Below the input field is a link: "Didn't receive the password? Send it again". At the bottom is another link: "Go back and try a different number".

The system will generate a 6 character password (containing letters and numbers) to the phone via a voice call (or text if it is enabled). Email is not an option.



**Step 4: Create a new password. You will then be taken to Online Banking.**

Success! You need to change your password.

**Current password**

SHOW

**New password**

SHOW

**Retype password**

SHOW

- ▶ Minimum of six characters
- ▶ Use a mix of letters, numbers or symbols
- ▶ Passwords must match