

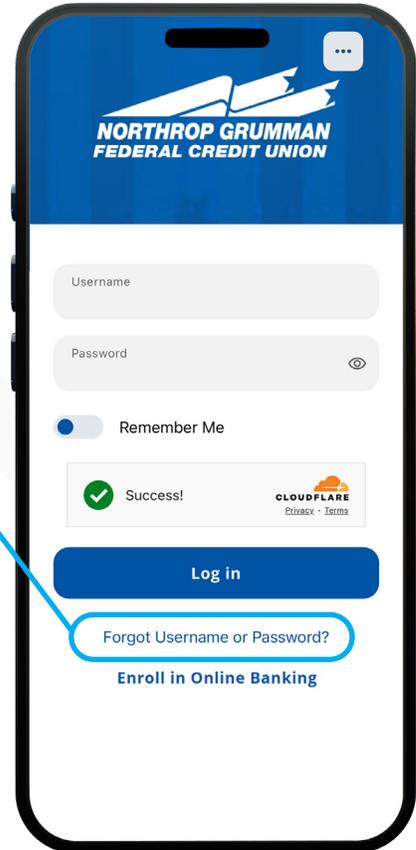


Online Banking How-To: **Forgot Password**

If you can't remember your Password, don't worry! Follow these simple steps to quickly gain access to your account.

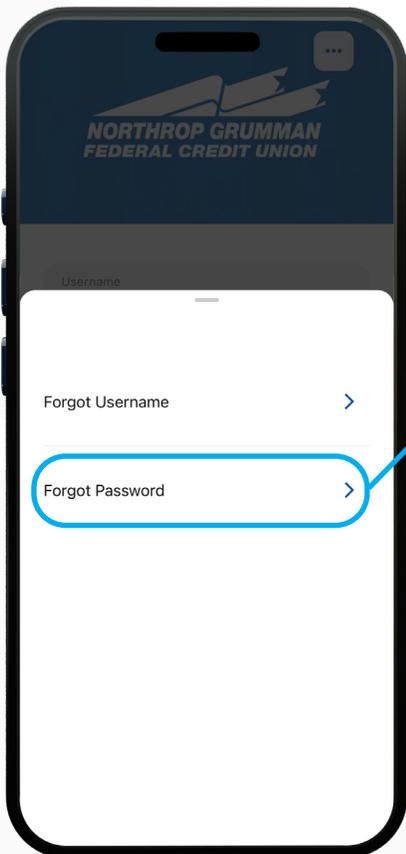
1

Locate the
Forgot Username or Password link.



2

Select
Forgot Password.



Step 1 of 3

Verify Your Identity

The following information is used to verify you have an account with us and that you are the owner of the account. We match your answers against our records.

Username
Camila22

Social Security Number
●●●●●●

Date of birth
12/08/1986

ZIP Code
84015

Continue

3

Next, you will be prompted to **Verify Your Identity**.

Enter your **Username, Social Security Number or Tax ID, your Date of Birth, and your Zip Code.**

Then press **Continue**.

You will then be asked to verify your activity using a one time Verification code sent to one of the following choices. Please select where you would like the Verification Code to be sent.

4

To your **Email** or, as an **SMS text** or a **Voice Call** to your phone.

Then press **Continue**.

Step 2 of 3

Password Reset Method

Email
A one-time code will be sent to your email address.

Select Email
tyl***s1@gmail.com

SMS Text
A one-time code will be sent to your mobile phone.

Voice call
You will get a call that reads a one-time code to you.

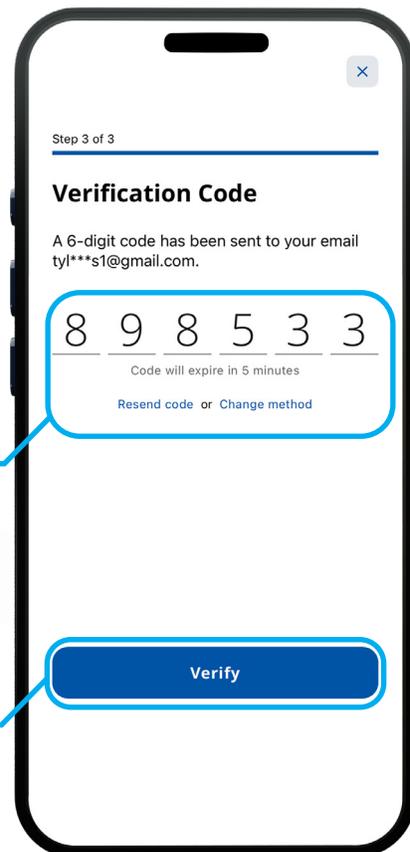
Continue

The next screen will ask you to enter in the 6-digit **Verification Code** that was sent to either your email, SMS Text, or Voice Call from the previous step.

5

Enter **Verification Code**.

Then press **Verify**.



6

Once verified, you will be asked to Create a New Password.

Enter a **New Password & Confirm your New Password**.

Then press **Continue**.

