

## Password Self-Reset

The password self-reset feature is now available to Online banking customers. After adjusting your online banking OPTIONS settings in a few easy steps, you'll have the ability to reset your password by utilizing this convenient, secure method anytime.

Perform a successful sign on to your Online Banking.

- 1) Select "Options"
- 2) Confirm the Email address is correct, if not, please update by entering the correct email address in the Change Email Address box.
- 3) Next, establish your Password Reset Question and Password Reset Answer by typing in your own question and answer in these customizable fields.

For Example:

Password Reset Question: What is the name of your dog?

Password Reset Answer: Daisy

The next time you sign in to your Online Banking and you forget your password, you will notice a "Reset password" option next to the Online Banking Password entry box.

To reset your password,

Click on "Reset Password". A screen with the following fields will appear:

Please enter your CIBM Bank Online Banking ID	enter the 12 digit number originally issued or the alias you have created or the Single Sign on User ID
Email Address on file:	Your previously established email address on file
E-mail Subject	enter a word or phrase to validate the next email you receive is from our system. If you are unsure what to enter, click on the "What's this"

Click on Submit

- If the submission is successful, you will see a message "Thank you. You will receive an e-mail shortly with instructions on how to reset your password." You may exit this screen.

You'll receive an email message with the exact email subject you entered above. If the email does not include your exact subject entered, stop and contact our customer service below.

If the subject line is correct, open the email and click on "click here" to proceed.

- 1) The link will open the Online Banking Password Self reset page. You will enter the following information:
  - a) Online Banking ID-12 digit number you were originally issued or the alias you have created or the Single Sign on User ID.
  - b) The response to your Password reset question-the answer you type must match exactly to the original entry.
- 2) If the information matched the original entries, you will be prompted to enter a new Password (twice). New Password requirements must be between 7-25 characters, consist of 1 or more letters, numbers and special characters. Special characters consists of +\_@!\$\*~. You cannot use any of the last 4 passwords used.
- 3) If you have entered an acceptable password, you will receive a confirmation message stating "Password was successfully updated"

The number of password self-resets and login attempts you make within a 24 hour period are limited. If you exceed this number, you'll receive a message on-screen requesting you to contact our Customer Service or Cash Management support department in order for us to unlock your access.

Should you need assistance, please call: **Customer Service 877-925-3030; Cash Management Support 877-216-2440**