

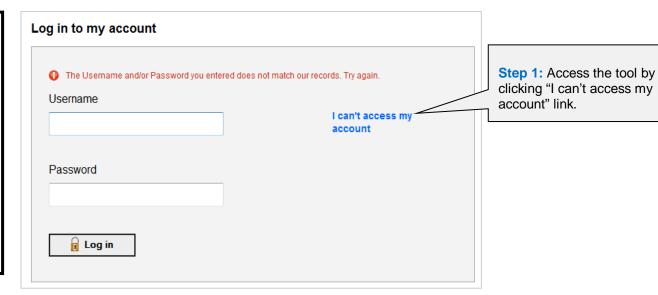
Forgotten Password

By default, users are locked out of Online Banking after 5* invalid passwords are entered for their username.

*This number can be configured by your financial institution.

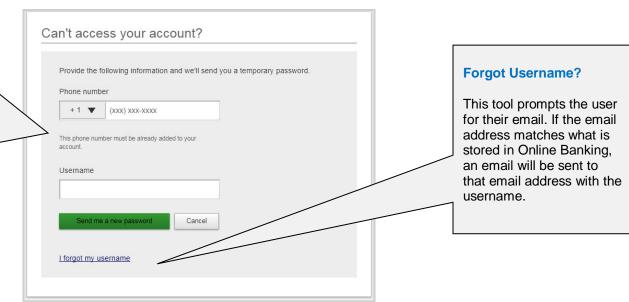
An email notification is sent to the user upon lockout.

Users can use the Forgotten Password tool to reset their password & unlock their account.



Step 2: Enter one of the two phone numbers that the user currently has setup for MFA.

NOTE: The Forgotten
Password tool is disabled
after 3 invalid phone
numbers are entered for
that username. Users that
have locked up the
Forgotten Password tool
must be reset by the
financial institution.



Note: Whenever a user's password is changed or reset, the user is notified via email.

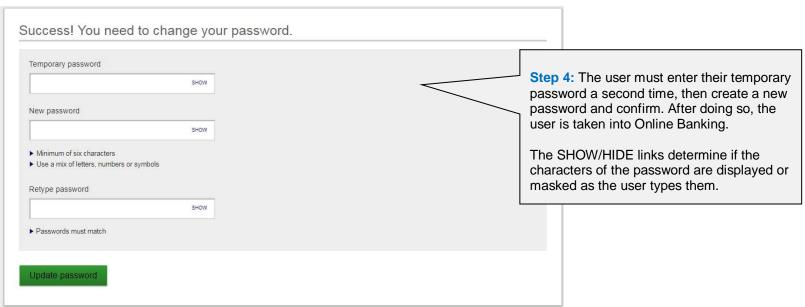
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Step 3: The system will generate a 6-character temporary password (containing letters & numbers) to the phone via a voice call (or text if it is enabled). Email is not an option.

Note: The temporary password expires after 30 minutes. The expiration period can be configured via Admin Platform > Configuration Catalog > Online Banking > Security > Password Settings.





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