

## Unlocking & Resetting User Passwords

Only Business Online Banking Administrators will have the ability to unlock and reset User(s). If a User is locked out of Business Online Banking, they should contact their Company Administrator for assistance. Instructions for how to unlock a User in Business Online Banking are outlined below.

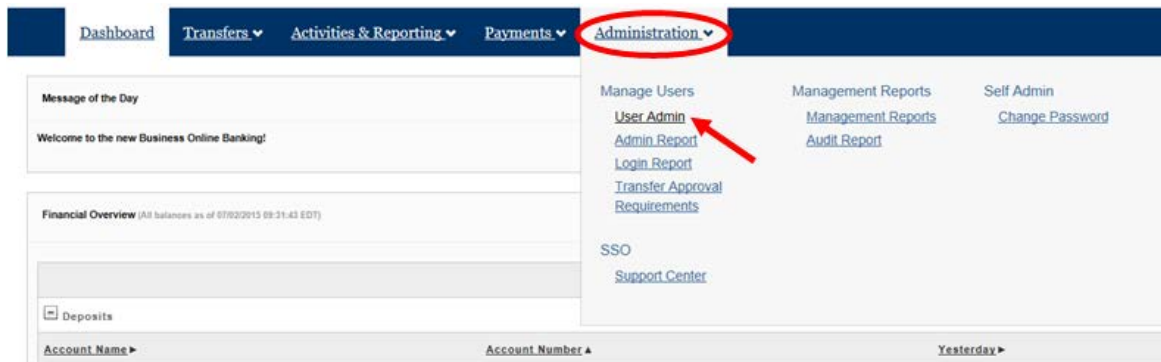
If a User had forgotten or wants to change their password and is not locked out, they have the ability to reset their own password using the *Password Reset* button on the login page by simply entering their **Company ID** and **User ID**, and then clicking the *Password Reset* button.



**Company Administrators can unlock Users in three easy steps:**

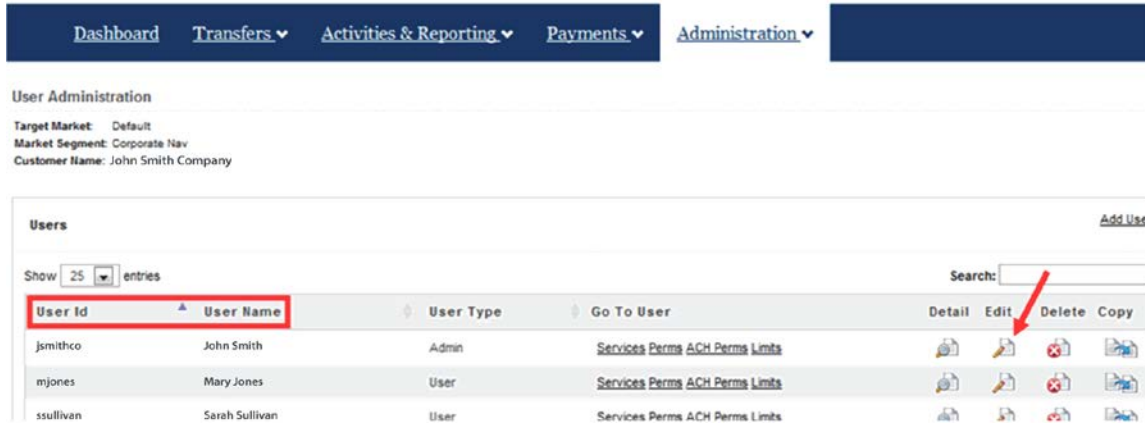
### Step 1:

From the **Dashboard** homepage, click on the **Administration** tab and select **User Admin** from the dropdown.



**Step 2:**

From the **User Admin page**, locate the User that is being reset and click the **Edit** icon, located on the right side of the screen, to open the **Edit User Information** screen.

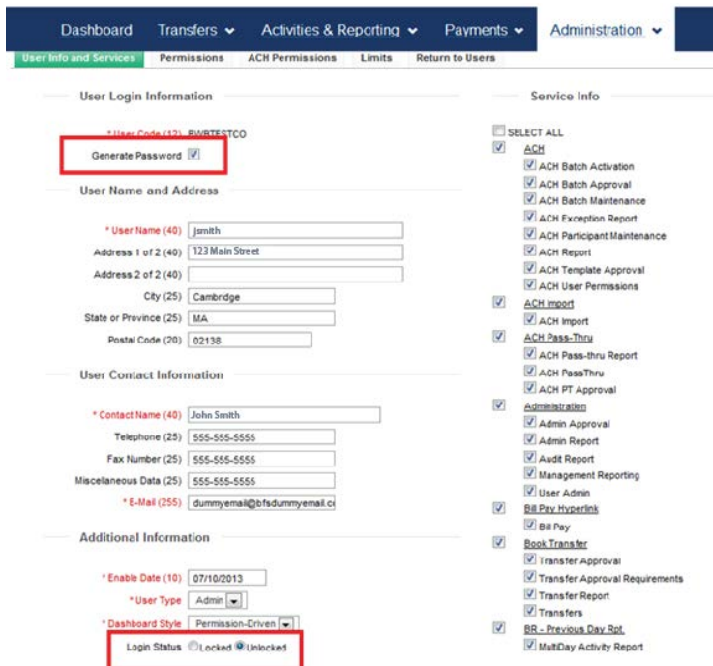


**Step 3:**

In the **Edit User Information** screen:

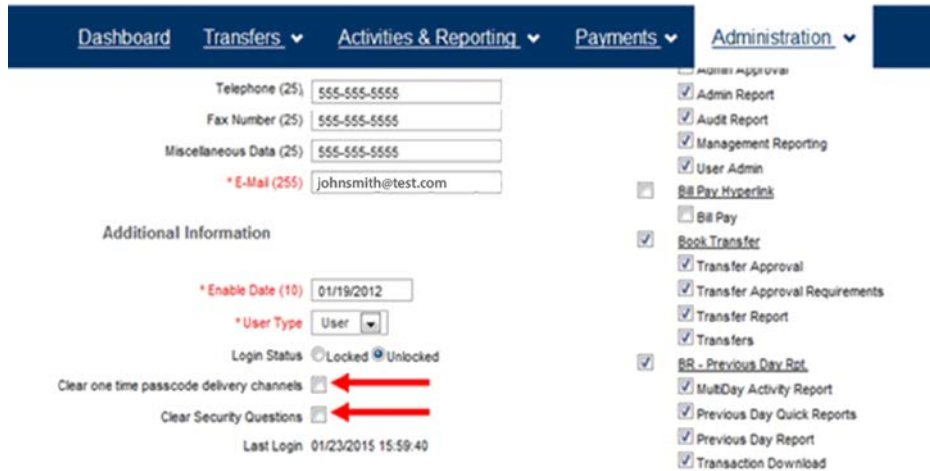
- If the User does not know their password, check off the **Generate Password** box located at the top of the page under the **User Code**.
- If the User is **locked** (unsuccessfully attempted password 3 times), change the radio button to unlocked. In this case, you may not need to check off the **Generate Password** box. If they remember their password, unlocking the User may be sufficient.

Once you've selected the appropriate option from the screen below, simply scroll to the bottom of the page and click the **Submit** button to complete the User reset process.



**Additional Information for Company Administrators:**

- If a User does not remember their security questions, their Company Administrator can clear their security questions by checking the **Clear Security Questions** box.
- If a User needs to re-establish or reset their One Time Passcode options, check off the **Clear one time passcode delivery channels** box. Please note that User would have previously set this feature up.



The screenshot shows the 'Administration' tab in a web application. On the left, there are input fields for contact information: Telephone (25), Fax Number (25), Miscellaneous Data (25), and E-Mail (255) with the value 'johnsmith@test.com'. Below this is the 'Additional Information' section with fields for 'Enable Date (10)' (01/19/2012), 'User Type' (User), 'Login Status' (Locked/Unlocked), 'Clear one time passcode delivery channels' (checkbox), 'Clear Security Questions' (checkbox), and 'Last Login' (01/23/2015 15:59:40). On the right, a list of administrative options is shown with checkboxes, including 'Admin Approval', 'Admin Report', 'Audit Report', 'Management Reporting', 'User Admin', 'Bill Pay Hyperlink', 'Bill Pay', 'Book Transfer', 'Transfer Approval', 'Transfer Approval Requirements', 'Transfer Report', 'Transfers', 'RR - Previous Day Rep.', 'MultiDay Activity Report', 'Previous Day Quick Reports', 'Previous Day Report', and 'Transaction Download'. Two red arrows point to the 'Clear one time passcode delivery channels' and 'Clear Security Questions' checkboxes.