

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.

Online Account Access

Company ID:

User ID:

Password: (case sensitive)

[LOGIN](#) [PASSWORD RESET](#)

[Forgot your password?](#)
Fill in your Company ID and User ID above, then click Password Reset.

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.

Dashboard Transfers Activities & Reporting Payments Administration

Message of the Day
Welcome to the new Business Online Banking!

Financial Overview (All balances as of 07/02/2015 09:31:43 EDT)

Deposits

Account Name Account Number Yesterday

Manage Users
User Admin
Admin Report
Login Report
Transfer Approval Requirements
SSO
Support Center

Management Reports
Management Reports
Audit Report

Self Admin
Change Password

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.

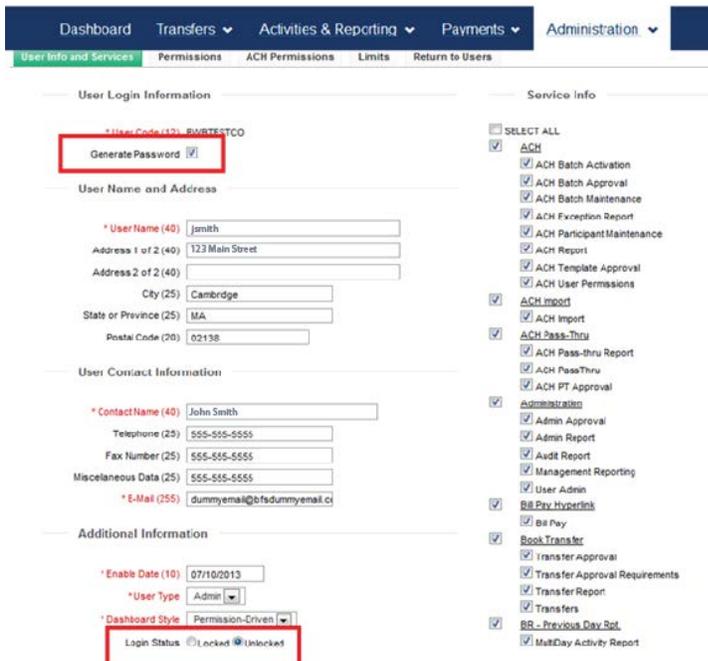


Step 3:

In the **Edit User Information** screen:

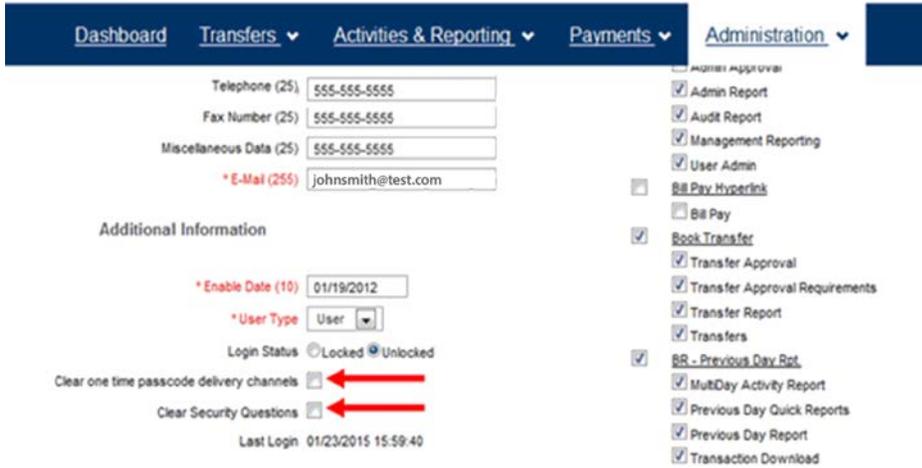
- If the User does not know their password, check off the **Generate Password** box located at the top of the page under the **User Code**.
- If the User is **locked** (unsuccessfully attempted password 3 times), change the radio button to unlocked. In this case, you may not need to check off the **Generate 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 menu with the following options checked:

- 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
- Transaction Download

Additional Information section:

- Telephone (25): 555-555-5555
- Fax Number (25): 555-555-5555
- Miscellaneous Data (25): 555-555-5555
- * E-Mail (255): johnsmith@test.com
- * Enable Date (10): 01/19/2012
- * User Type: User
- Login Status: Locked Unlocked
- Clear one time passcode delivery channels: (indicated by a red arrow)
- Clear Security Questions: (indicated by a red arrow)
- Last Login: 01/23/2015 15:59:40