

# **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.

Dashboard Transfers - Activities	& Reporting.   Payments.   Administration.		
Message of the Day Velcome to the new Business Online Banking! Financial Overview (All balances as of @7/92/2015 01:51:43 EDT)	Manage Users User Admin Admin Report Login Report Transfer Approval Requirements SSO	Management Reports Management Reports Audit Report	Self Admin Change Password
Deposits	Account Number 4	Yes	terday <b>&gt;</b>



### **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.

Dashboard	<u>Transfers</u> ✓	Activities & Reporting 🗸	Payments ~	Administration ~				
User Administration Target Market Default Market Segment Corporate N	lav Company							
Users	Company					-	~	Add Use
Show 25 entries					Sear	ch:	/	
User Id	User Name	User Type	Go To Use	r	Detail	Edit	Delete	Copy
jsmithco	John Smith	Admin	Services Pe	rms ACH Perms Limts	<i>j</i>	Ð	6	
mjones	Mary Jones	User	Services Pe	rms ACH Perms Limits	ja)	A	6	
ssullivan	Sarah Sullivan	User	Services Pe	rms ACH Perms Limits	ah.	sh	æ	Data

#### 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.

Dashboard Iran	isters • Activities & Re	porting •	Payments	Administration V
to and Services Perm	ACH Permissions	Limits Re	turn to Users	
User Login Inform	ation			Service Info
Tillser Code (12)	EWRITESTCO		E 51	ELECT ALL
Generate Password	101		1	ACH
States				ACH Batch Activation
User Name and Ac	Idress			ACH Batch Approval
				ACH Batch Maintenance
Filesellams (48)				ACH Exception Report
- User manie (40)	(Januar)			ACH Participant Maintenance
Address 1 of 2 (40)	123 Main Street			CACH Report
Address 2 of 2 (40)				ACH Template Approval
City (25)	Cambrdge		1001	ACH User Permissions
State or Prevince (25)	MA			ACH moort
			(2)	ACH Pass They
Postal Code (20)	02138		64.1	ACH Pass they Passet
Here Constant Infor	an article			ACH PasaThru
Oser Contact milor	mation			ACH PT Approval
	E		1	Administration
* Contact Name (40)	John Smith			Admin Approval
Telephone (25)	555-555-5555			Admin Report
Fax Number (25)	555-555-5555			Audit Report
Miscelaneous Data (25)	555-555-5555			Management Reporting
16.Mail (255)	dummamal@bfad.mmuamal.co			User Admin
e-max (200)	annud sugar Constrained and sugar co		( <b>?</b> )	Bill Pay Hyperlink
Additional Information			100	Baray
- and a start in the start				Book Transfer
				ITransfer Approval
Enable Date (10)	07/10/2013			C Transfer Approval Requirements
*User Type	Admin 💌			Transfer Kepolt
* Dashboard Style	Permission-Eriven		(191	RD - Previous Day Pot
	0		191	WitDay Activity Report



### 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.

Telephone (25)			
	500-000-0000		X Admin Report
Fax Number (25)	555-555-5555		Audit Report
Miscellaneous Data (25)	555-555-5555		Management Reporting
* E-Mail (255)	johnsmith@test.com	171	El Dav Hunerick
			Pleson
Additional Information			Book Transfer
		655	Transfer Approval
* Enable Date (10)	01/19/2012		Transfer Approval Requirements
Filser Tune	liner a		Transfer Report
			Transfers
Login Status	CLocked Unlocked	V	BR - Previous Day Rpt.
lear one time passcode delivery channels			MutDay Activity Report
Clear Security Questions	n <b></b>		Previous Day Quick Reports
Last Last	A1020016 16 60 10		Previous Day Report
Last Logn	V1160/6012 12:20.4V		V Transaction Download