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.