

UPDATE OR RESET USERNAME & PASSWORD

INSTRUCTIONAL GUIDE

BAKER



BOYER

Member FDIC

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UPDATE OR RESET USERNAME & PASSWORD

Resetting Your Username or Password

Reference these instructions to reset your username or password if you have forgotten either. Please note, you may need to input your SSN and a Baker Boyer account number, so ensure you have this information ready to reference, then store it in a safe, private location.

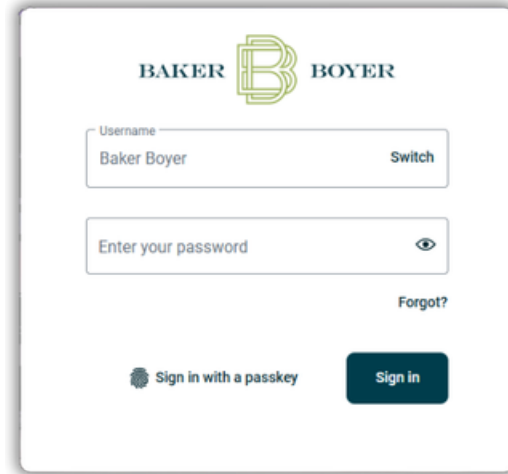
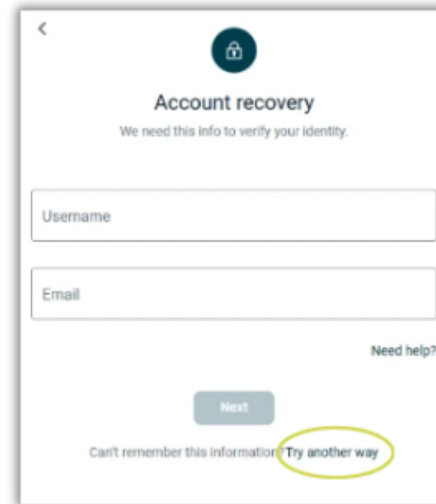
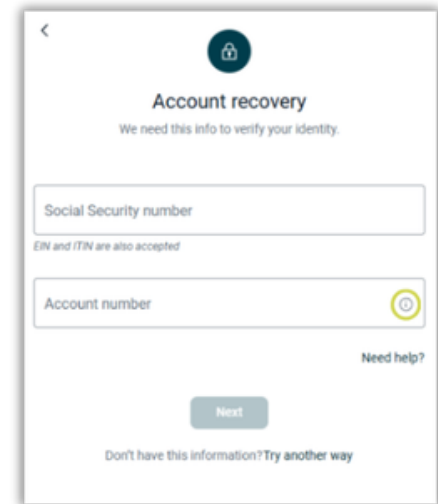
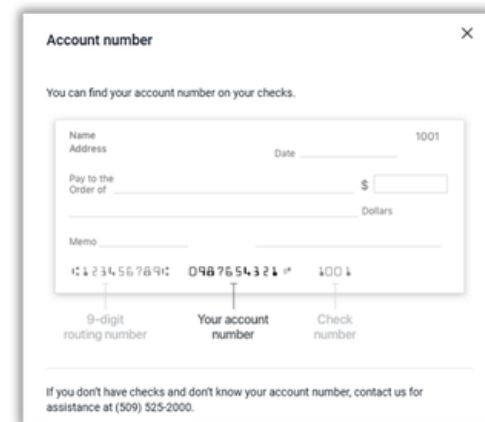
1

Click “Forgot?” under the Username or Password Box.

2

Enter your username and Email address, or click “Try another way” and enter your Social Security/Tax Identification number and an account number you access through your Online Banking profile. Then click “Next.”

Note: To assist in finding your account number, click the ⓘ symbol for a visual.

The image shows the Baker Boyer login interface. At the top is the Baker Boyer logo. Below it is a 'Username' field containing 'Baker Boyer' and a 'Switch' button. Underneath is a password field with the placeholder 'Enter your password' and an eye icon to toggle visibility. A 'Forgot?' link is positioned below the password field. At the bottom, there is a 'Sign in with a passkey' button with a key icon and a dark blue 'Sign in' button.This is the left side of the 'Account recovery' screen. It features a lock icon and the title 'Account recovery' with the subtitle 'We need this info to verify your identity.' There are two input fields: 'Username' and 'Email'. A 'Next' button is at the bottom. A link 'Need help?' is on the right. At the very bottom, it says 'Can't remember this information? Try another way', with 'Try another way' circled in yellow.This is the right side of the 'Account recovery' screen. It features a lock icon and the title 'Account recovery' with the subtitle 'We need this info to verify your identity.' There are two input fields: 'Social Security number' and 'Account number'. A note below the first field says 'EIN and ITIN are also accepted'. A 'Next' button is at the bottom. A link 'Need help?' is on the right. At the very bottom, it says 'Don't have this information? Try another way'.The image shows a pop-up window titled 'Account number' with a close button (X). It contains the text 'You can find your account number on your checks.' Below this is a visual representation of a check stub. The stub includes fields for Name, Address, Date, and Amount. At the bottom of the stub, the MICR line is shown: '121234567890109876543210101'. Arrows point from labels below to parts of this line: '9-digit routing number' points to '121234', 'Your account number' points to '98765432', and 'Check number' points to '101'. A note at the bottom states: 'If you don't have checks and don't know your account number, contact us for assistance at (509) 525-2000.'

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3

Choose where you'd like to receive a password reset link, email or text. Then, open the link you received.

4

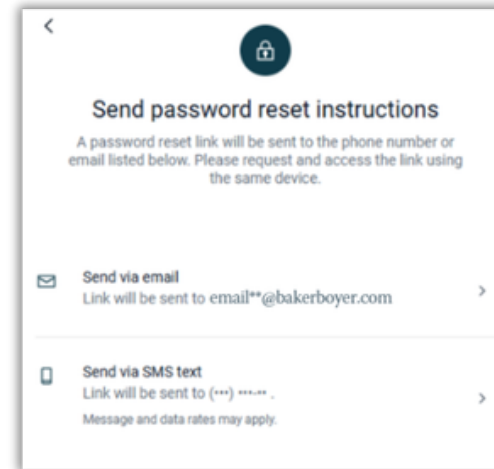
If you have previously logged in to our Online Banking platform, you will be sent a verification code using the same method as last time (authenticator app, FIDO token, text message, or phone call).

If you didn't receive the code, click “Resend” at the bottom of the panel, or choose “Try another way” to select a different method.

5

Enter the code you received and click “Verify.”

Note: If your information has changed or the Online Banking platform cannot verify, you must contact the bank directly for assistance. Bankers are available on weekdays from 8am-5pm by phone at (509) 525-2000 or by email at info@bakerboyer.com



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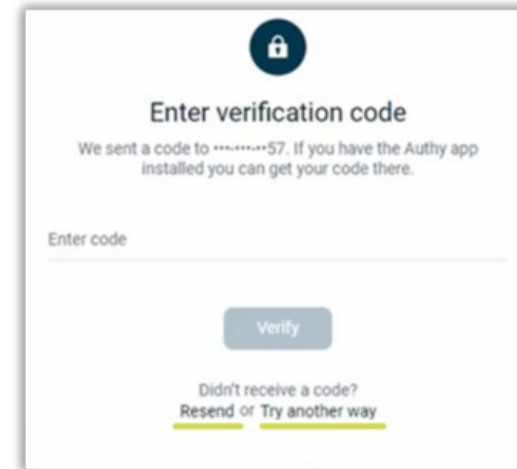


Send password reset instructions

A password reset link will be sent to the phone number or email listed below. Please request and access the link using the same device.

 **Send via email**
Link will be sent to email**@bakerboyer.com >

 **Send via SMS text**
Link will be sent to (***) (***) . >
Message and data rates may apply.





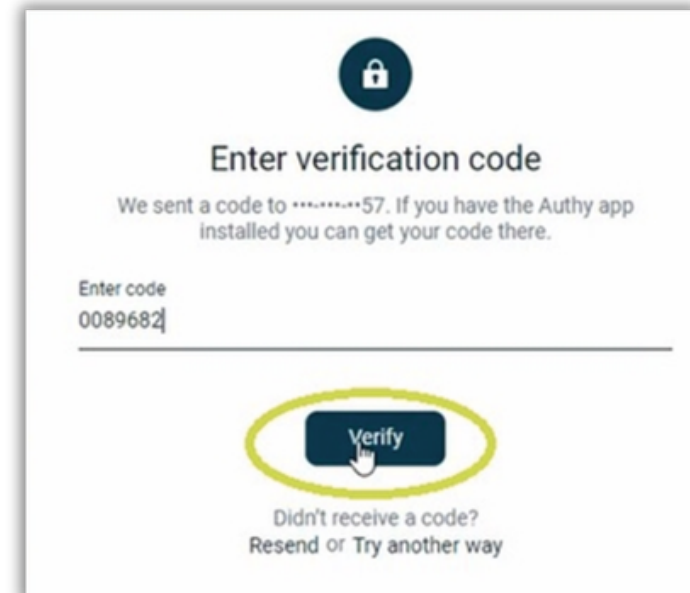
Enter verification code

We sent a code to57. If you have the Authy app installed you can get your code there.

Enter code



Didn't receive a code?
[Resend](#) or [Try another way](#)





Enter verification code

We sent a code to57. If you have the Authy app installed you can get your code there.

Enter code
0089682



Didn't receive a code?
[Resend](#) or [Try another way](#)

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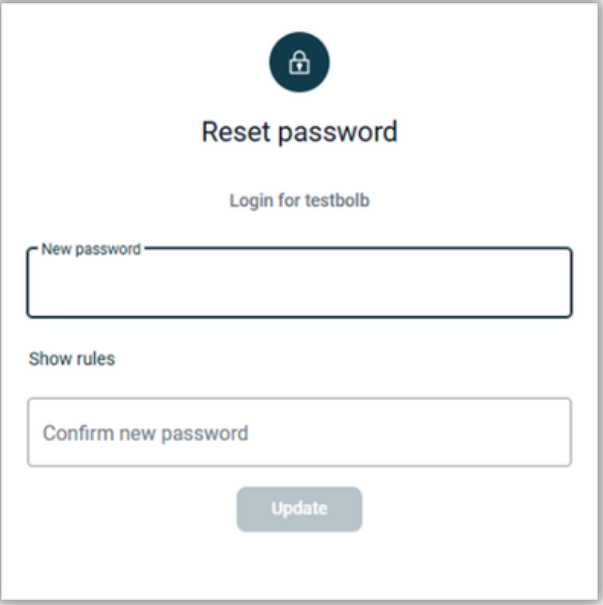
After verification, you will be invited to enter a new password. Do so, then click “Update.”

Password Requirements:

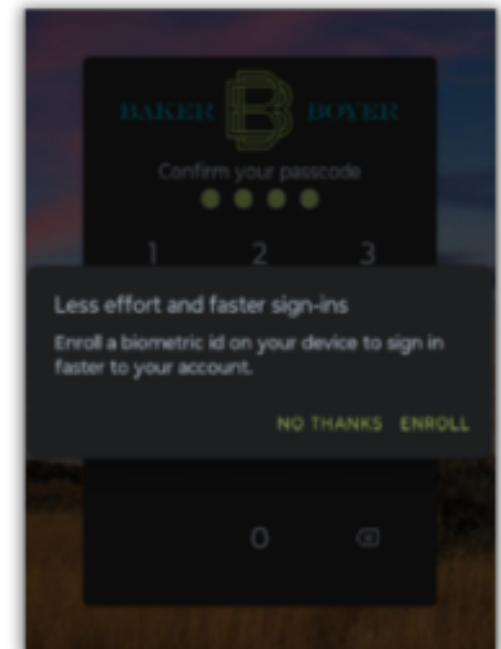
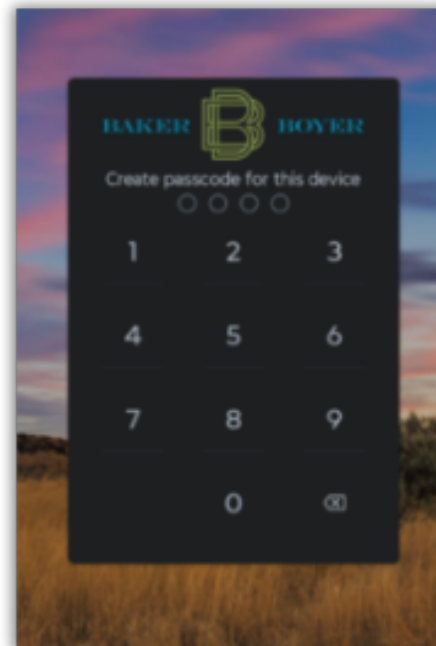
- Must contain at least 1 letter
- Must contain at least 1 number
- Must contain at least 1 special character
+_%@\$*~
- Must contain at least 1 upper and lower case letter
- Must be between 10 and 25 characters in length
- Must not match or contain your ID
- Must not match one of the previous 3 Passwords
- Must not contain spaces

Note: If using our Mobile App, you will also be prompted to create a four-digit PIN. Additional options to use fingerprint or facial recognition will display if available on your mobile device.

Congratulations! You have updated your password.



The image shows a web interface for resetting a password. At the top, there is a lock icon and the text "Reset password". Below this, it says "Login for testbolb". There is a text input field for "New password" and a "Show rules" link. Below that is a text input field for "Confirm new password". At the bottom right, there is an "Update" button.



UPDATE OR RESET USERNAME & PASSWORD

Changing Your Username or Password

Reference these instructions if you would like to change your username or password while already signed into online banking.

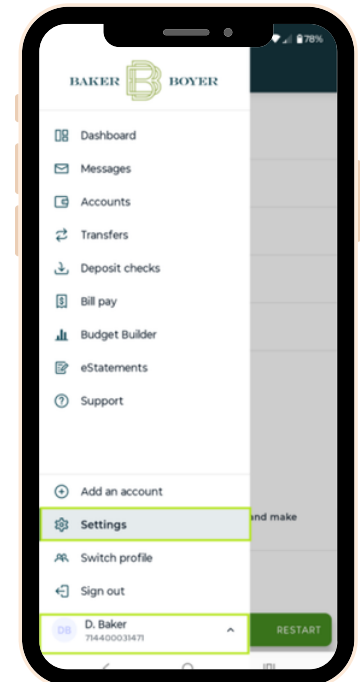
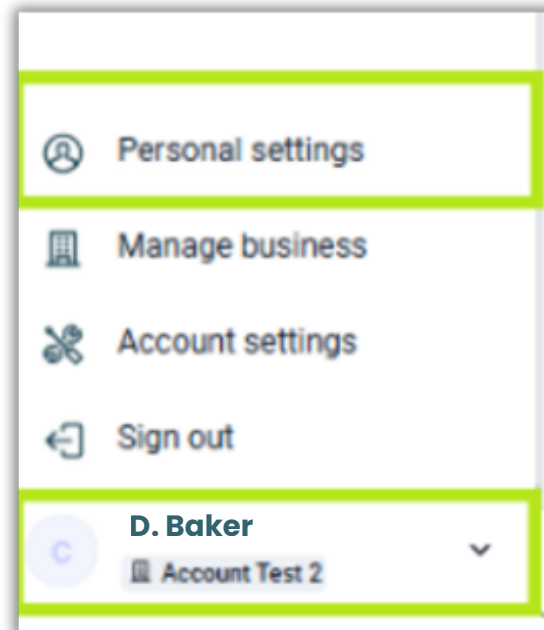
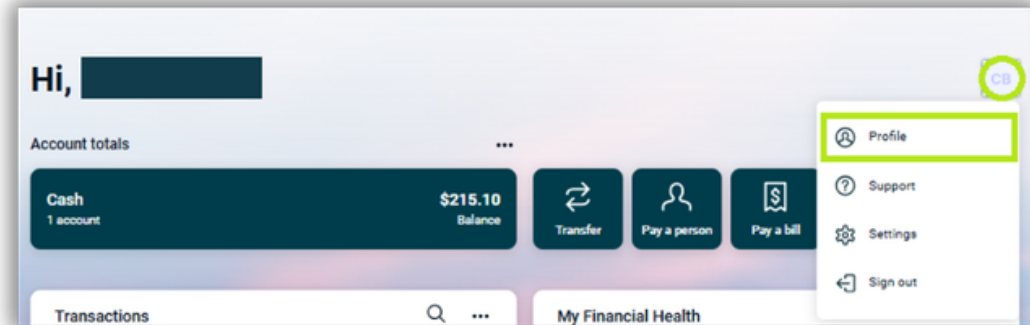
1

Sign in to Baker Boyer Online Banking.

2

Click the **profile icon** in the upper-right corner and select “**Profile**.” Alternatively, click your profile in the lower-left corner and select “**Personal settings**.”

If using the mobile app, click “**Settings**.”



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Select “Security,” then click “Edit” to change your username or password.

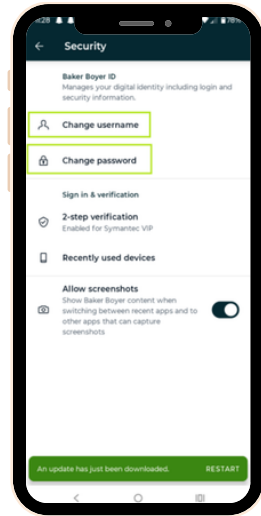
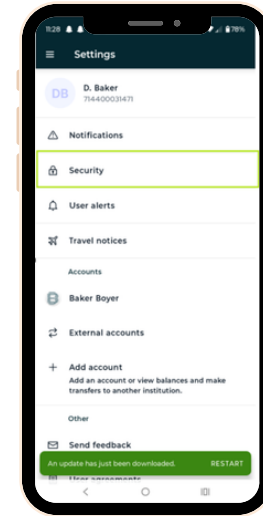
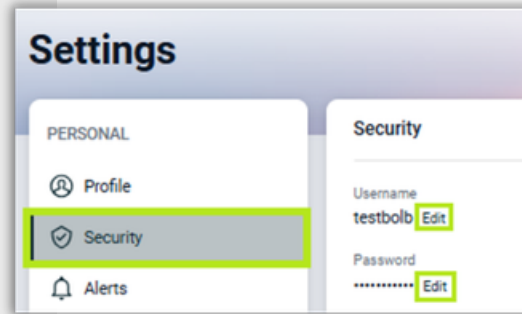
In the mobile app, tap “Change username” or “Change password.” Authenticate your identity if prompted.

4

Click “Show rules” to view username and password requirements.

5

Select “Save” to apply your changes. A confirmation message will appear at the bottom of the screen.

A screenshot of the 'Security' screen. The 'Username' field is set to 'testbolb'. Below it, a list of rules for the ID is shown: 'ID must be entered.', 'The ID must not contain a space.', 'IDs must contain 1 or more letters.', 'The ID cannot be part of the current Password.', 'Alias in use', 'The ID must be less than 20 characters.', 'The ID must be between 4 and 20 characters in length.' Below the rules is a 'Hide rules' link. At the bottom, there are 'Cancel' and 'Save' buttons. Below these are three input fields: 'Current password', 'New password', and 'Confirm new password'. Below the input fields is a list of password requirements: 'Must contain at least 1 letter', 'Must contain at least 1 number', 'Must contain at least 1 special character +_!@#\$%^&*~', 'Must contain at least 1 upper and lower case letter', 'Must be between 10 and 25 characters in length', 'Must not match or contain your ID', 'Must not match one of the previous 3 Passwords', 'Must not contain spaces.' Below the requirements is a 'Hide rules' link. At the bottom, there are 'Save' and 'Cancel' buttons.