

USERNAME OR PASSWORD RESET

INSTRUCTIONAL GUIDE

BAKER



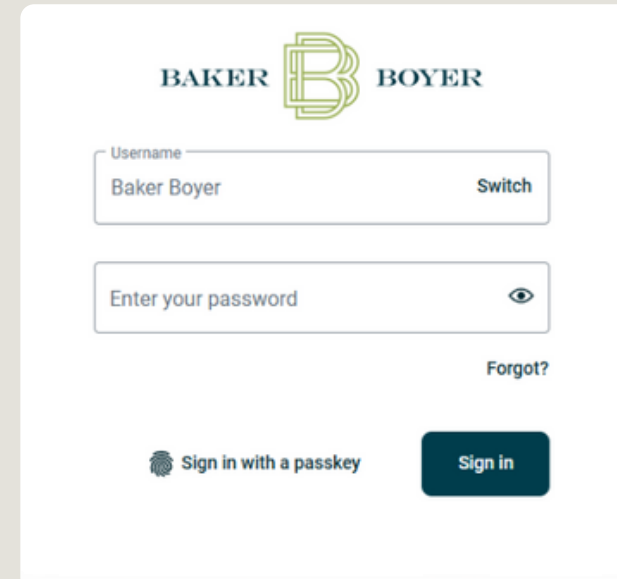
BOYER

Member FDIC

USERNAME OR PASSWORD RESET

Reference this guide to reset your username or password. Please note, you may need to input your account number, so ensure you have it ready to reference and then store it in a safe, private location.

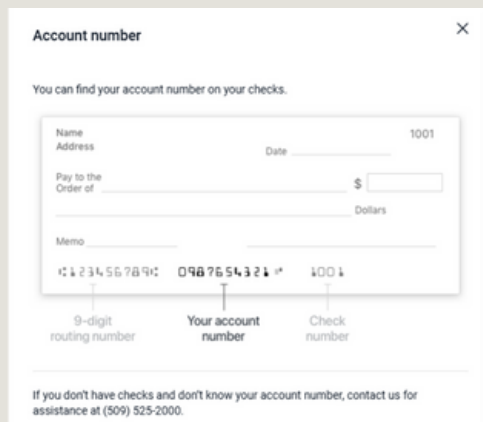
Step 1: Click **Forgot?** under the Username or Password Box.



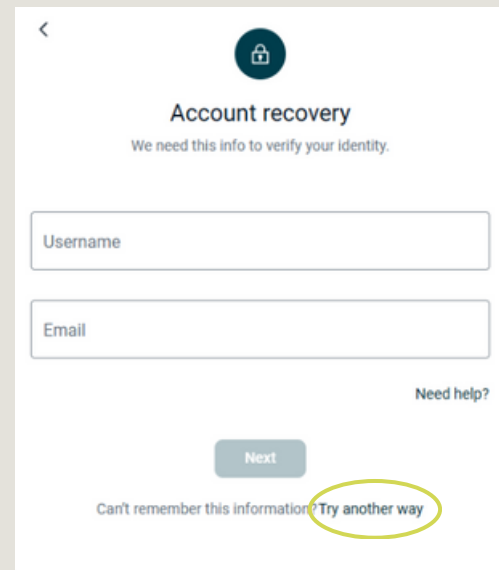
The Baker Boyer login screen features the company logo at the top. Below it is a 'Username' field containing 'Baker Boyer' with a 'Switch' button to its right. Underneath is a password field with the placeholder 'Enter your password' and an eye icon for toggling visibility. A 'Forgot?' link is positioned below the password field. At the bottom, there is a 'Sign in with a passkey' option with a key icon and a dark blue 'Sign in' button.

Step 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**.

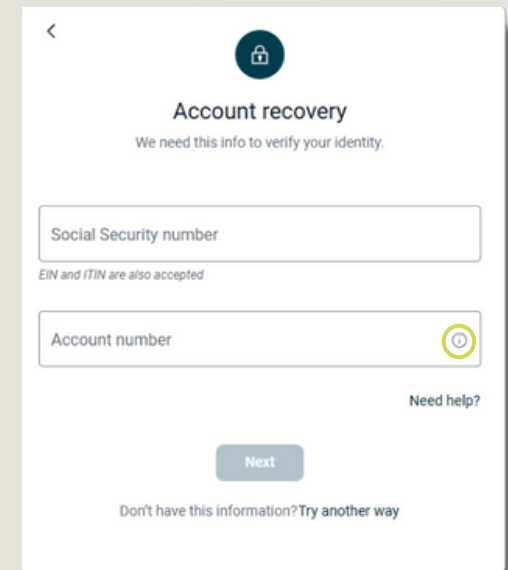
Note: To assist in finding your account number, click the  symbol for a visual.



This guide titled 'Account number' explains how to find the account number on a check. It shows a check with fields for Name, Address, Date, Pay to the Order of, Amount, Memo, and MICR line. The MICR line is broken down into three parts: a 9-digit routing number, the account number, and the check number. 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.'



The 'Account recovery' screen on the left asks for 'Username' and 'Email' to verify identity. It includes a 'Next' button and a link that says 'Can't remember this information? Try another way', where 'Try another way' is circled in yellow.



The 'Account recovery' screen on the right asks for 'Social Security number' and 'Account number' to verify identity. It includes a 'Next' button and a link that says 'Don't have this information? Try another way', where 'Try another way' is circled in yellow.

USERNAME OR PASSWORD RESET

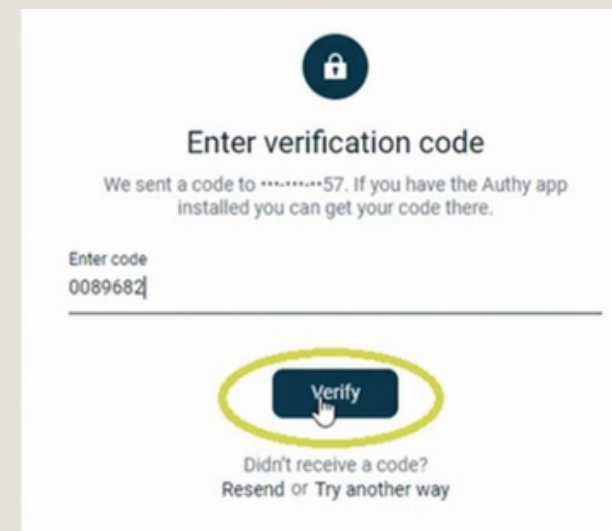
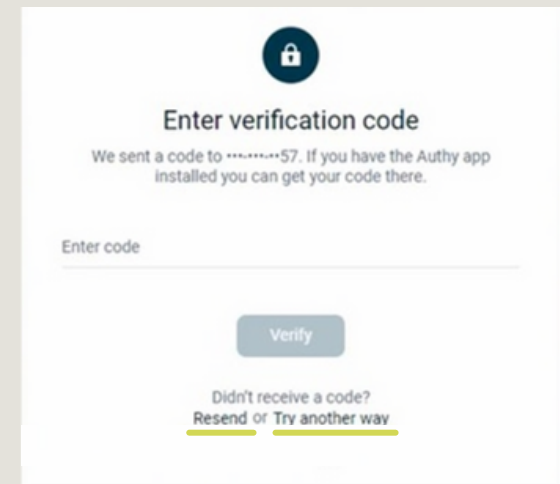
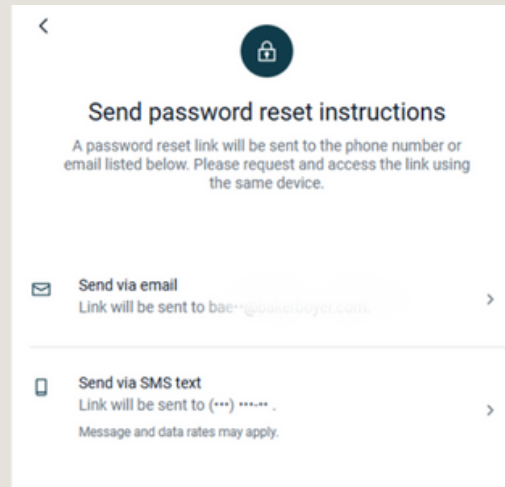
Step 3: Choose where you'd like to receive a password reset link - email or text.

Step 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.

Step 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



USERNAME OR PASSWORD RESET

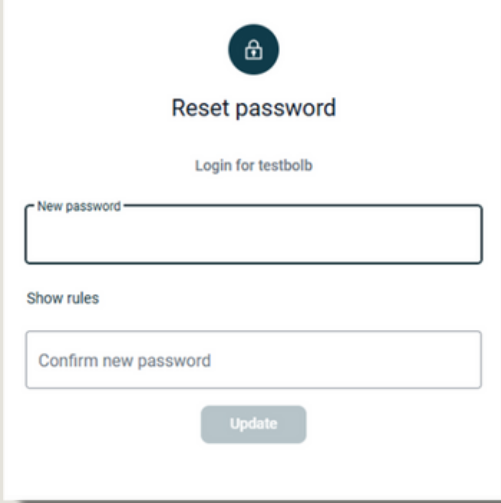
Step 6: After verification, you will be invited to enter a new password. Do so, then click **Update**.

Password Requirements:

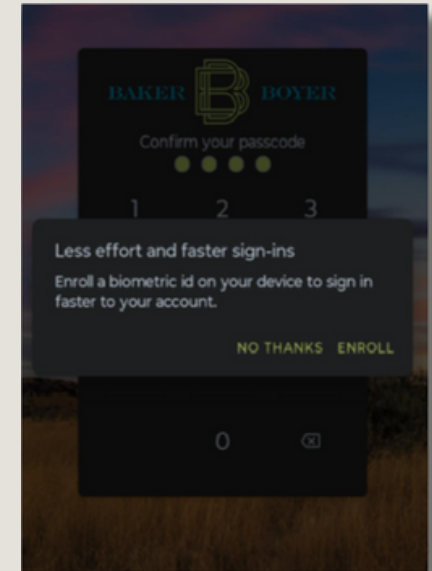
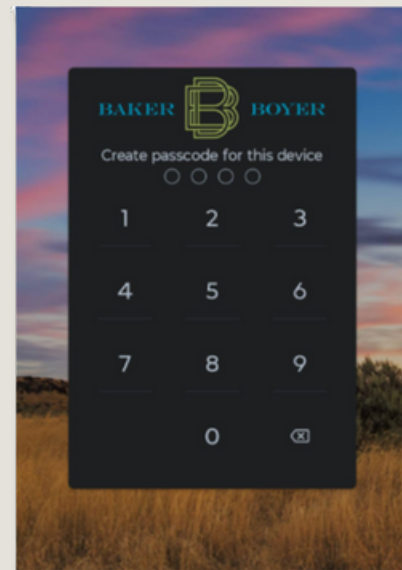
- Must contain at least 1 letter
- Must contain at least 1 number
- Must contain at least 1 special character +_@!\$*~
- Must contain at least 1 upper and lower case letter
- Must be between 10 and 25 characters in length
- Must not match or contain your ID
- Must not match one of the previous 3 Passwords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

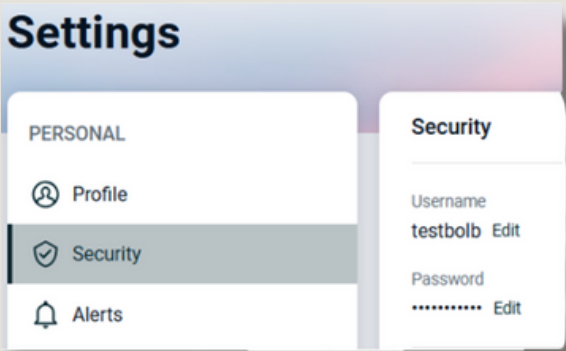
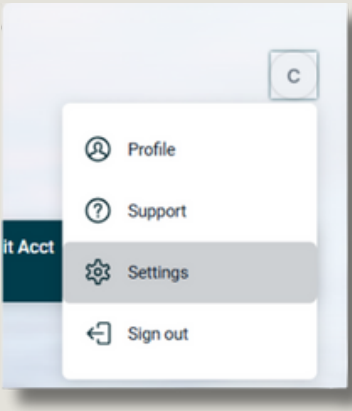
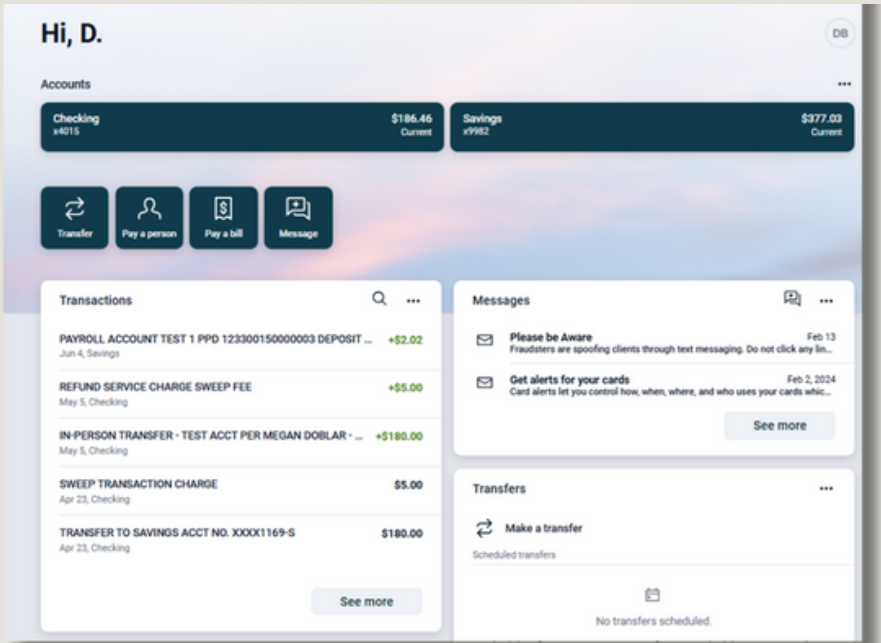


The image shows a web interface for resetting a password. At the top, there is a lock icon and the text "Reset password". Below this, it says "Login for testbolb". There is a text input field for "New password" and a "Show rules" link. Below the input field is another text input field for "Confirm new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



USERNAME OR PASSWORD RESET

To change your username, click on your profile icon, select **Settings**, click **Security**, then *edit* your username.



If you have any questions, please contact support at (509) 525-2000.