

USERNAME OR PASSWORD RESET

INSTRUCTIONAL GUIDE

BAKER



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Member FDIC

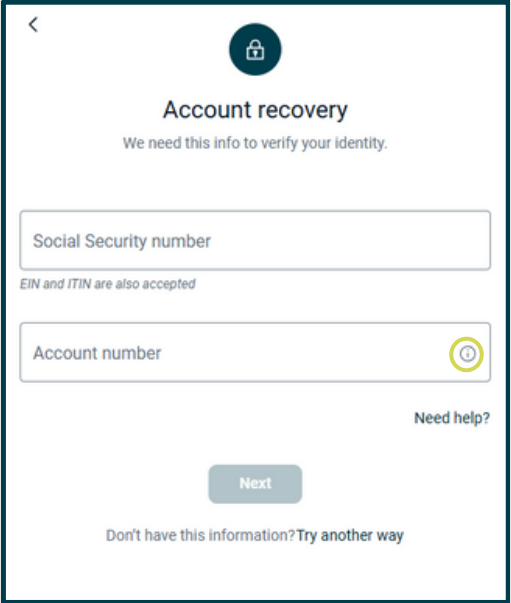
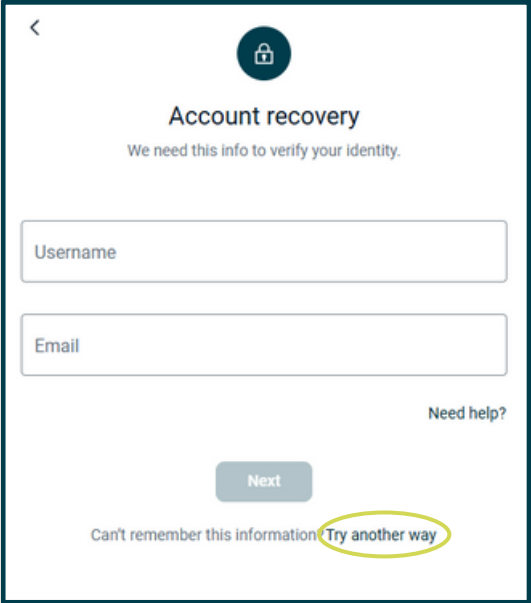
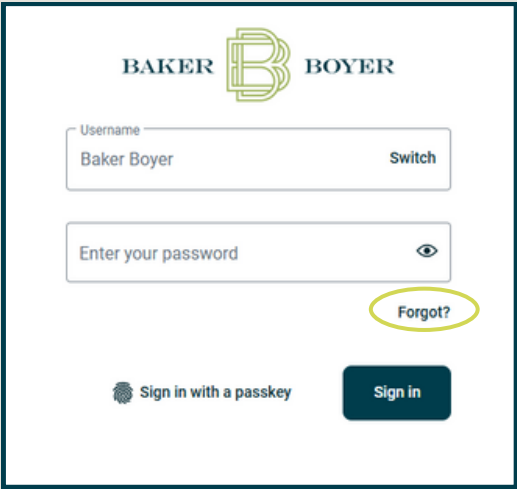
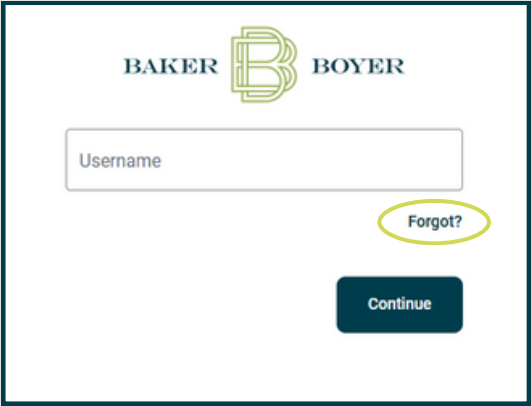
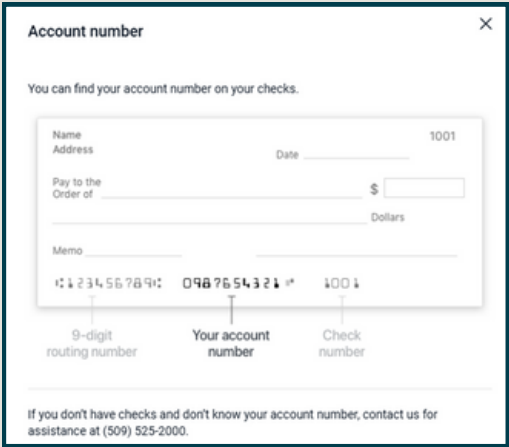
USERNAME OR PASSWORD RESET

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.

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.



USERNAME OR PASSWORD RESET

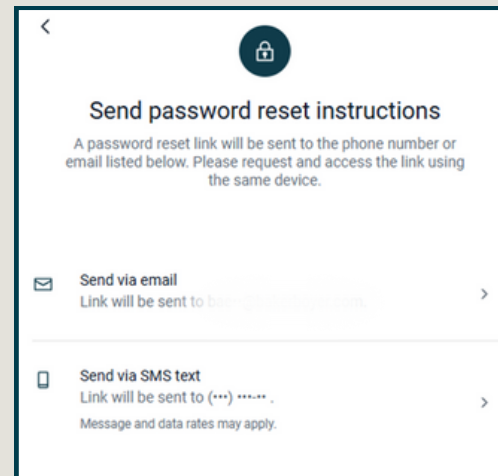
Step 3: Choose where you'd like to receive a password reset link - email or text.

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



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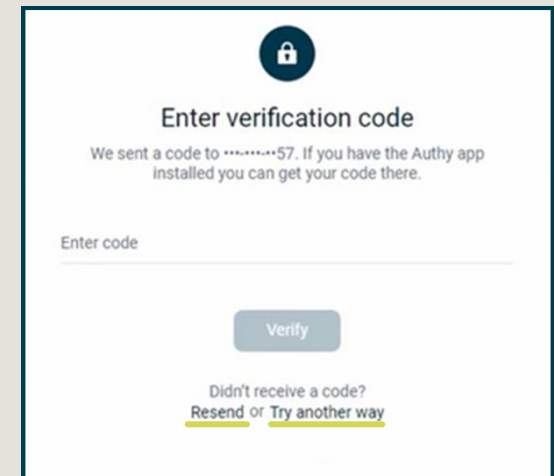


Send password reset instructions

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 bakerboyer.com >

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





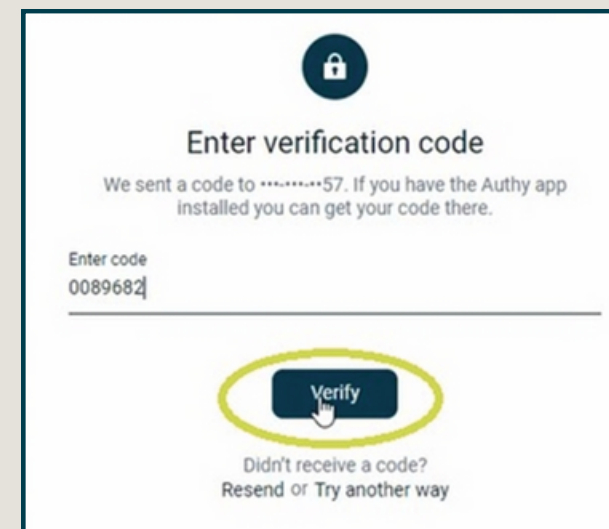
Enter verification code

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



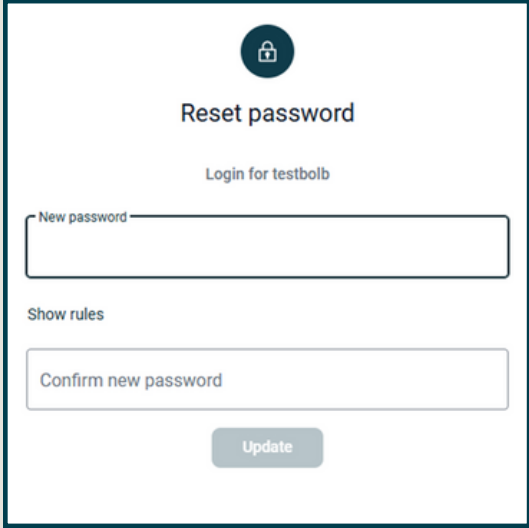
Didn't receive a code?
[Resend](#) or [Try another way](#)

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

Password Requirements:

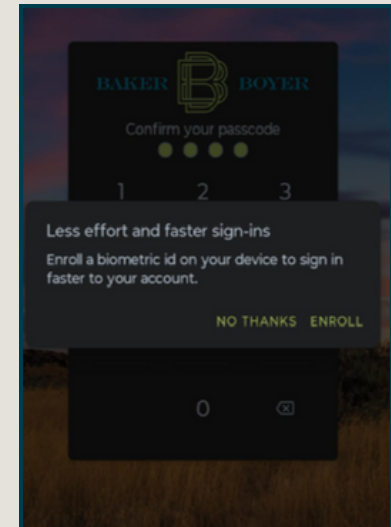
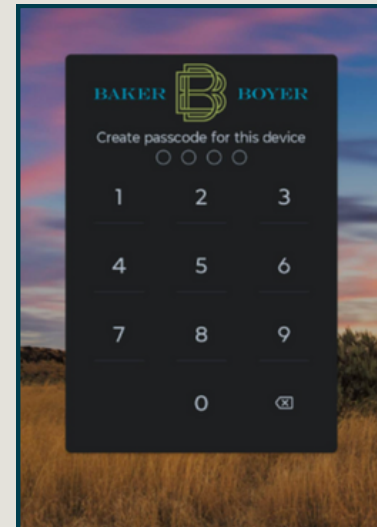
- Must contain at least 1 letter
- Must contain at least 1 number
- Must contain at least 1 special character +_@!\$*~
- Must contain at least 1 upper and lower case letter
- Must be between 10 and 25 characters in length
- Must not match or contain your ID
- Must not match one of the previous 3 Passwords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



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 labeled "New password" and a "Show rules" link. Below the input field is another text input field labeled "Confirm new password". At the bottom, there is an "Update" button.

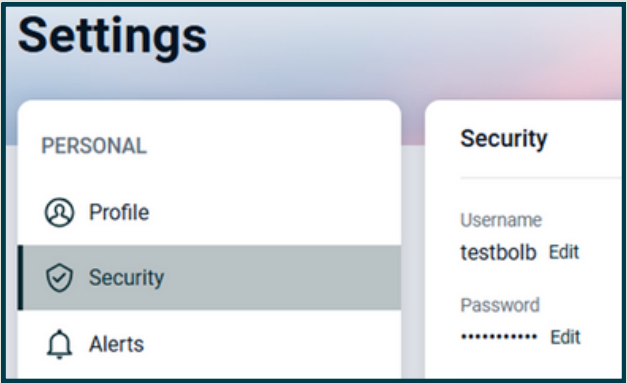
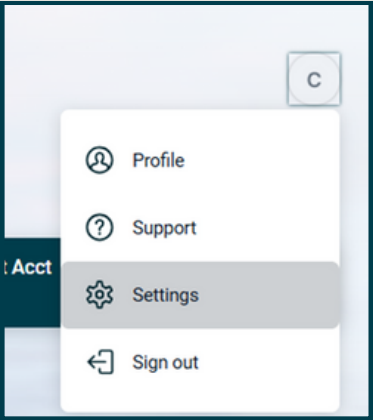
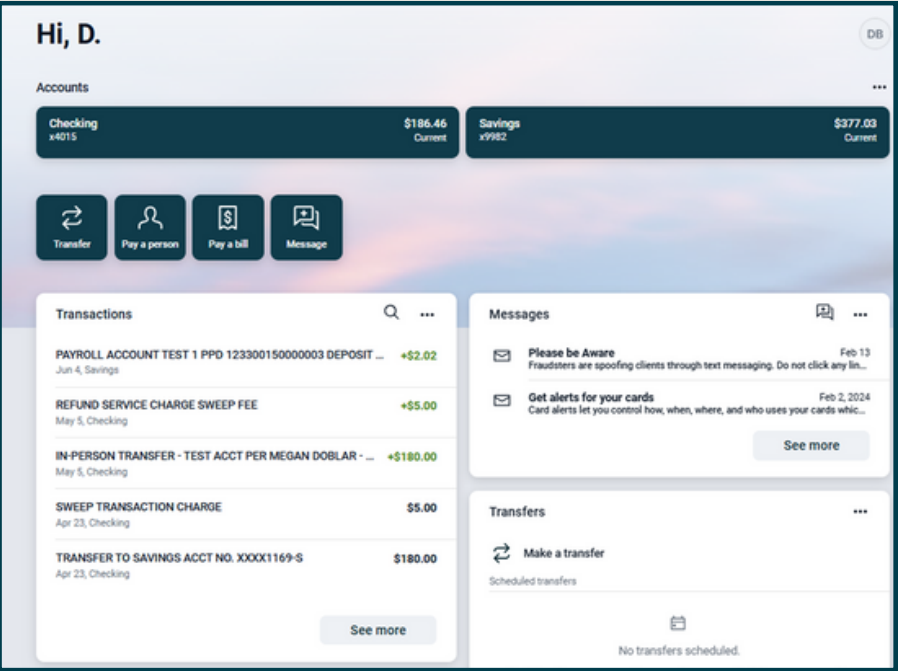
***Note:** If using our Mobile App, you will also be prompted to create a four-digit PIN. Additional options to use fingerprint or facial recognition will display if available on your mobile device.*

Congratulations! You have updated your password.



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.