Online Banking Password Self Reset

If you have locked yourself out of online banking, or simply do not remember your password, you have the ability to reset your password.

Before the Reset Password feature can be utilized, **Current Email Address**, **Password Reset Question** and **Password Reset Answer** fields must be completed. These fields are modified in **Options > Personal** after initial login as shown below. The Password Reset Answer field is case sensitive. If you have mobile banking, the Mobile Phone Number field must also be completed. This field can be modified in **Options > Mobile Settings** as shown below.

Web

Mobile

Step 1: Click **Forgot your password?** on the login screen.

Web

Mobile

Step 2 (Mobile only)**:** Click **Send me an email** or **Send me a text message**.

Step 3: Enter your POP ID, email address, and email subject. If you selected **Send me a text message** on the mobile app you will enter your phone number instead of your email address. Click **Continue.**

Web

Mobile

Step 4: You will receive either an email or text message that includes the Message Subject you entered in the previous step. If you are resetting your password via email, you will click the "click here" link located in the email. If you are resetting your password via text message you will need to key in the security code from your text message into the mobile app and tap Submit. If your email or text message does not have the same Message Subject you entered in the previous step please contact us.

Web

You have requested that your POP PIN be restored. To confirm this request, please click here.
This link will be valid for 2 hours.

Mobile

Step 5: Enter the answer to the secret question you have set up. The answer is case sensitive. Web users will also need to enter their POP ID or alias. Click **Continue/Submit**.

Web

PASSWORD Self Reset

Please enter your POP ID * [   ]

Please enter your answer for : * [   ]

Continue   Cancel

Mobile

Reset Password Question

[Answer]

Back   Submit

Step 6 (Web Only): Click on **Go to Login Page** and enter your POP ID. Click Submit. Enter the temporary POP PASSWORD. This will be the last 4 digits of your social security number.

Web

PASSWORD Self Reset

Your PASSWORD has been reset to your original PASSWORD. Click below to log in.

Go to Login Page   Close Browser

POP ID: [   ]

Submit

Step 7 (Web Only): Enter the temporary POP PASSWORD. This will be the last 4 digits of your social security number.

Web

Step 8: Enter your current/original password and then pick a new password. When finished, click **Continue/Submit**. Your password will now be changed to the new password you entered.

Web

Mobile