1. Accessing the Forgot Password Page
   a. Navigate to the main website of your institution.
   b. Select on the "Forgot Password" link located on the Sign On page

2. Entering Required Data for Identification
   a. User completes the required fields
      i. Online Banking User ID – Matched to the Configure Digital database
      ii. Email Address – Matched to the core
   b. User completes at least one of the optional fields
      i. Last Name
      ii. Mobile Phone Number
   c. Select Submit

3. Unsuccessful Sign-on
   a. An error message displays to protect user information Verify that all required fields are entered correctly
   b. Verify that at least one of the optional fields is entered correctly

4. Successful Sign-on
   a. SecureNow One-Time PIN Challenge displays
   b. User selects how they want to receive their PIN:
      i. Text Message
      ii. Phone Call (Voice Call)
   c. User must have access to the phone number they select in the drop-down menu
   d. User selects the *I Can't Be Reached At Any Of These Numbers* to return to the Digital Banking Login page
   e. User enters the PIN received by the chosen method in the Identity Verification page
   f. Select Submit

5. Reset Password
   a. If the code is verified, user is redirected to the password reset screen
   b. User follows the prompts to set a new password
      i. Password must meet password requirements:
      ii. 12-32 characters long
      iii. At least one lower case letter
      iv. At least one uppercase letter
      v. At least one number
      vi. At least one special character.
   c. Select Set Password