

## ADMIN USER PASSWORD RESET IN BUSINESS ONLINE

## **STEP 1.** Under Administration select Company Administration.

Welcome	Reports	Money Movement	Account Services	Administration
			Communications	
			1	Company Administration
				Self Administration
				Service Administration

**STEP 2.** Under **Users** locate user and select **System Access** in the password section.

## Create New User

Manage Existing Users

To manage a user's profile, roles, service & accounts, system access, or change limits, click on the appropriate user ID. Disabled users can only be unlocked by contacting your financial institution.

ser ID	First Name	Last Name	Status	
BENAVENTE	Adriana	Benavente	Inactive	2 System Acce
PARKER	Andrew	Parker	Inactive	System Acce
GORNEY	Brian	Gorney	Active	System Acce

**STEP 3.** Create a new **Temp Password** that meets password criteria.

## STEP 4. Click Save Changes.

User Information	
Password (Optional)	3 æ
Confirm Password (Optional)	Ø
First Name Andrew	
Last Name Parker	
Additional Information (Optional)	
User Locked (Optional)	
User Secure Token Maintenance	
The Fulfillment Date allows you to monitor when the user's token device has been sent	by the bank. If not already present, enter the Token Device Serial Number. En
Fulfillment Date:	N/A
Token Device Serial Number:	
Save Changs. Cancel	

We hope this guide helps you transition smoothly to our new Business Online platform. If you have any questions or need assistance, please don't hesitate to contact our Client Care Center at **855-351-BANC (2262)**.