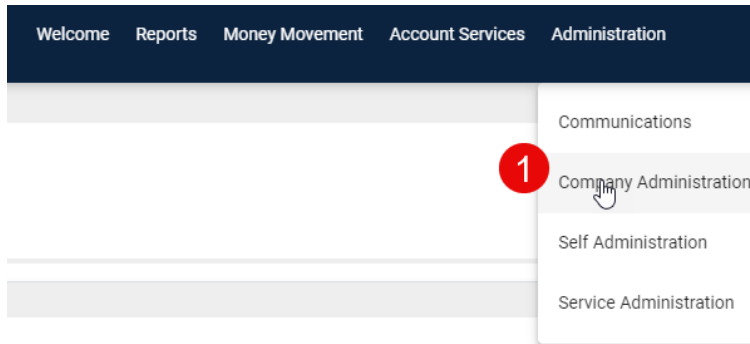
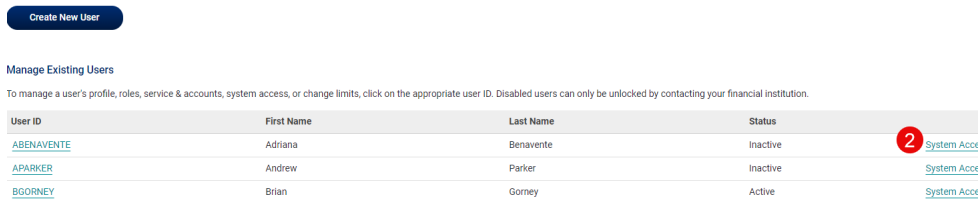


ADMIN USER PASSWORD RESET IN BUSINESS ONLINE

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

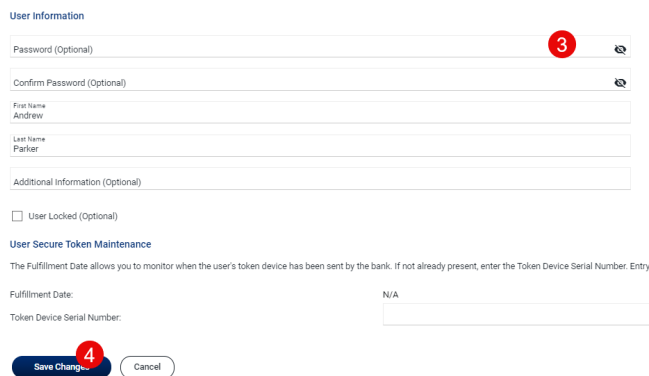


STEP 2. Under **Users** locate user and select **System Access** in the password section.



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

STEP 4. Click **Save Changes**.



A screenshot of the 'User Information' form. The 'Password (Optional)' field is highlighted with a red circle and the number 3. At the bottom, the 'Save Changes' button is highlighted with a red circle and the number 4.

User Information

Password (Optional) 3

Confirm Password (Optional)

First Name

Last Name

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. Entry is required.

Fulfillment Date:

Token Device Serial Number:

4

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)**.