

START HERE

Setting Up a Password

1 “Forgot Password”

Begin by selecting “Forgot Password”

2 Enter Required Fields

Complete all required fields and one optional field

3 Submit

The “Identity Verification” screen will appear

4 Verify Your Identity

Choose one of the available verification methods

[SEND ME A TEXT MESSAGE](#)

[CALL MY PHONE](#)

[SEND ME AN EMAIL MESSAGE](#)

Forgot Password

Required fields:

User ID, Email Address and one of the Optional fields.

User ID

Last Name (Optional)

Email Address

Home Phone (Optional)

Cancel

Submit

Identity Verification

We are calling the phone number you selected. Please enter the code that you hear in the automated message.

* Confirmation Code

Cancel

Submit

Why am I being asked this?

NEW PASSWORD REQUIREMENTS

All new passwords must meet the following criteria

12-32 characters long

An uppercase letter (A-Z)

A Number (0-9)

A lowercase letter (a-z)

A special character: ~!@#\$\$%^&*()[]{}<>_+~= / | . , ; ' " ?

5 Create Your Password

Following the “New Password Requirements”, create a new compliant password. Then, enter it again in the “Confirm Password” box.

Forgot Password

Congratulations. You have successfully validated your information. You can now reset your Internet Banking password.

Passwords must be 12 to 32 characters long and must contain all of the following: a lowercase letter (a-z), an uppercase letter (A-Z), a digit (0-9) and a special character ~!@#\$\$%^&*()[]{}<>_+~= / | . , ; ' " ?

After you have confirmed your password, click the **Set Password** button.

Password

Confirm Password

Cancel

Set Password

NEXT UP

GO3 Instructions: User Activation

GO3 INSTRUCTIONS: User Activation

Log In With Your Username and Password

Activate Token Will Appear

GO3 = Use your physical token for this step

DESKTOP = Refer to the “Activate Token” Screen on your Desktop for this step

Activate Token

In order to activate your token device, you will need to follow these steps:

1. Enter the serial number printed on the back side of your device in the **Serial Number** field.
2. Using your Token Device, generate a one-time passcode. (This involves pressing a button on the device).
3. Enter the number on your token into the **One-time passcode** field.
4. Click on the **Activate** button to activate the device.

* Serial number

* Confirm Serial Number

* One-time passcode

Cancel

Activate

1 **GO3** Locate the 10-digit serial number on the back of the token

2 **DESKTOP** Enter the serial number from the back of the token in the *Token Serial Number* field, without any dashes.

3 **DESKTOP** Enter the serial number again in the Confirm Token Serial Number field, without any dashes.

4 **GO3** Press the button on the front to generate an 8-digit passcode.

5 **DESKTOP** Enter the 8-digit passcode in the One-time passcode field promptly. If the code expires before entry, press the button again to generate a new code.

6 **DESKTOP** Select Activate. A message confirms the successful activation of the hard token.

7 **DESKTOP** Select “Continue”

The hard token device is now activated.