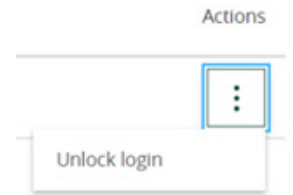# Password Reset

1 When a user is locked out, the admin can unlock the user by going to Business Banking then Manage Users. The user who is locked out will be in red. Click on the pencil. Then, click the three dots under Actions and click Unlock Login.

Actions

Unlock login

2 After being unlocked, the user will click Forgot Password on the login screen. They will enter their user ID and click Submit. The device must be an already registered device.

Please submit your user name to reset your password.
User ID

Back   Submit
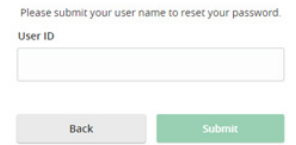
3 They will then select to receive a text or a call for an SAC code. Once the user has entered the SAC code, they will be prompted to change their password.

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