Online Banking Password Self Reset

Password self-reset allows you to reset your own password if you have become "locked out" or have forgotten your password.

You must enable the Password Self Reset feature **PRIOR** to becoming locked out or you will receive an error message that the "feature is not enabled". You will be prompted to enable this option upon your first log in. If you didn't enable this feature at that time, follow the instructions in below.

From the main page of your online banking account, click on "Options". You should automatically be directed to your "Personal" options page (you will see "Modify Personal Settings); if you are not directed to this page, click on "Personal".

Complete the fields labeled **Password Reset Question** and **Password Reset Answer**.
Enter your personal question and answer. Click **Submit.**

If you become locked out, or have forgotten your password:
- Click on **Forgot Password?** (next to the box where you normally enter your password).
- On the next screen you will be required to enter your **NetTeller ID**, **e-mail address on file** (which should match what SRB has on file for you) and an **e-mail subject** that you will recognize as a valid message from SRB. (If the e-mail address you enter does not match what is on file, a message will appear for you to contact SRB.)

You will receive an e-mail informing you that your password has been reset (reset passwords **always** default to the **last four digits of your Social Security Number or TIN/EIN**). You will be provided a "**click here**" link to the Sugar River Bank Website Login Screen.

You will be prompted to enter your **NetTeller ID**. Your **Password Reset Question** will be displayed, and you will enter your **Password Reset Answer**. (If the Password Reset Question is answered incorrectly, a message will appear for you to contact SRB.) Once you have verified your answer, a message will appear stating your password has been reset to the original password. Proceed to login using your NetTeller ID and the last four of your social security number (or TIN/EIN) for the password.

You will be prompted to change your password. Enter your "current" password once (the last four digits of your SSN, TIN/EIN), and your "new" password two times. Your new password cannot match any of your four previously used passwords.

The e-mail and link to the login screen will be valid for two hours.
The Password Self Reset Option may only be attempted 3 times in a 24 hour period.