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# Resetting Your Password Guide

## Resetting Your Password

1. Visit my.sugarriverbank.com. Look for the Forgot?



Username

[Forgot?](#)

[First time user? Enroll now.](#) [Continue](#)

2. Enter your Username and Email. If you can't remember this information, select Try another way.

<



### Account recovery

We need this info to verify your identity.

Username

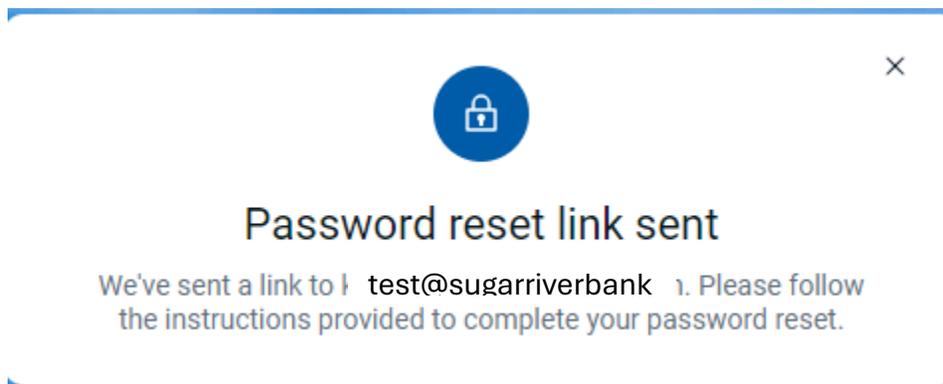
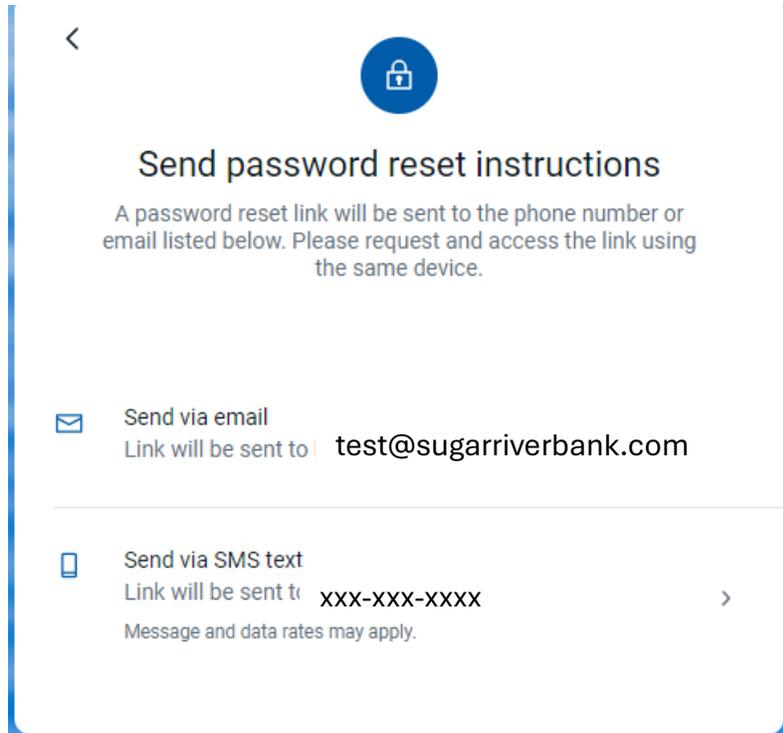
Email

[Need help?](#)

[Next](#)

[Can't remember this information? Try another way](#)

3. Select from the options on your screen to send password reset instructions. You must request and access the link using the same device and browser.



4. If the link was sent to your email, open the email and select the link to Reset Password.

Hi Karen,  
You requested to update your password for  
your profile 'ktest'.



Reset password



If you did not request help setting a new password, please  
call (603) 863-3000 immediately.

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[online@sugarriverbank.com](mailto:online@sugarriverbank.com) | [Privacy Policy](#)  
(603) 863-3000  
Sugar River Bank PO Box 569, Newport, NH

5. Choose how you would like to receive your verification code to continue.



## Verification code delivery

- Text message  
xxx-xxx-xxxx
- Phone call  
xxx-xxx-xxxx

Next

6. Enter the code that was received and then select Verify. Select Resend Code if it has timed out on you or Try another way if you were not able to receive the code.



## Confirm phone number

We will be giving you a call shortly at .....6276 with your verification code. This code will expire after 5 minutes.

Verification code

**Verify**

[Resend Code](#) or [Try another way](#)

7. Create a new password and confirm the password. If the Update button cannot be selected, review the Show rules to be sure your new password fits the rules, and be sure you have typed the same password in both sections.



## Reset password

Login for ktest

New password

Show rules

Confirm password

Update