

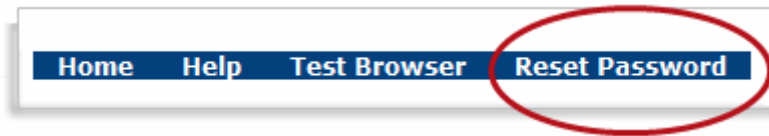


Online Banking Reset Password

Activation | User Guide

RESET PASSWORD INTRODUCTION

Have you ever forgotten your password or locked yourself out? *Reset Password* is a new feature that you may have noticed in our online banking login homepage > menu (www.netteller.com/bankaf/) which allows you to reset your password in the event you are locked out of online banking without having to call us.



The service is free, but in order to use this feature, **you must first activate it**. Here's how.

ACTIVATE

Activating *Reset Password* is easy and only takes a minute. Follow these three steps:

Step 1



LOG INTO YOUR ONLINE BANKING

Access your online banking (www.bankaf.com) using your current Username and Password.

If you do not have an online banking login please contact our customer service at 1-888-842-3456.

Step 2

SELECT

Select 'Options' from the online banking main menu.



Step 3

Account Access PowerPay Options eStatements
Login | Account Names | Alerts | Display Contact Us Help Privacy Exit

Personal Options

Change

6-8 digit, Alpha-Numeric Password (enter twice) Current New

Online Banking ID jdotest

Change E-mail Address jdo@mail.com

Personal Question What is my favorite food?

Personal Question Answer Pizza

Submit

COMPLETE & SUBMIT

Enter your active e-mail address along with a password reset question and answer. Please note that the answer is case sensitive.

Congratulations! You have activated the self-service *Reset Password* feature for your online banking. Now how does it work?

RESET PASSWORD PROCEDURE

Now that you have activated the service you can select *Reset Password* from the online banking login menu in the event you are locked out of online banking. Please note that Business Clients using Cash Management may still be required to contact Customer Service in the event of Cash Management ID lock out.

System Message

Invalid Online Banking ID or Password

Follow these **five steps** to reset your password:


Step 1

RESET PASSWORD

Click on 'Reset Password' located in the upper right hand corner of the online banking menu.

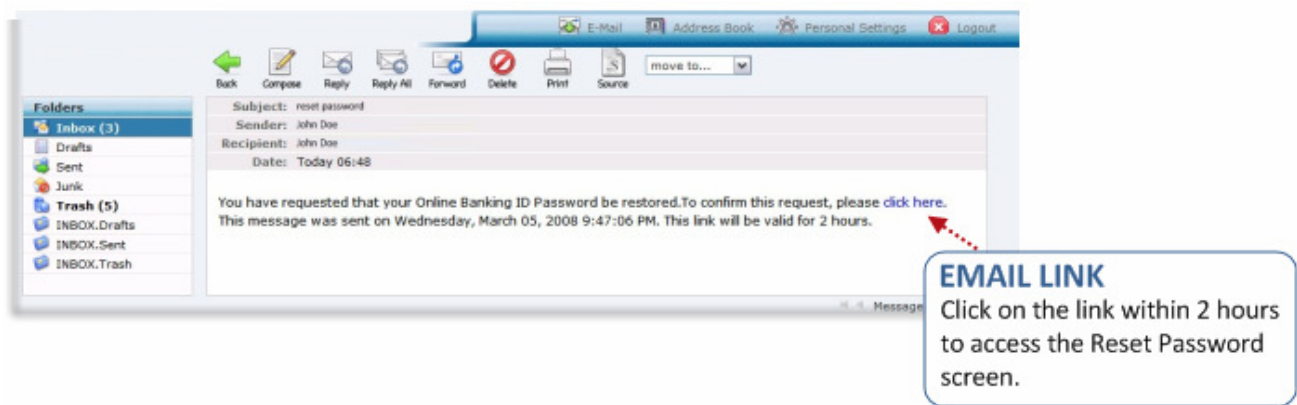
Step 2

You will be asked to provide your **Online Banking ID** (this is your online banking user name), **e-mail address** (the one you provide in the *Reset Password* activation), and e-mail subject information (this will help you identify the reset email to be sent). When you have completed the form, click the **Submit** button.



Step 3

You will receive an email within 10 minutes with a reset password link to the email address on file. This link is only valid for **2 hours** from time of reset. Please note that if you do not include the correct email address your request will be denied.



Step 4

The email link will link you to a new *Reset Password* page that will again request that you enter your Online Banking ID (your online banking username). It will also ask you to answer your pre-established question (**ANSWERS ARE CASE SENSITIVE**) – Click 'SUBMIT.'



SUBMIT

Click 'Submit' after entering your online banking user name and Reset Password question.

Step 5

You're almost there. Enter your new online banking password and click 'SUBMIT' to complete the *Reset Password*.



Please provide the following information:

Please enter a new Password:

Reenter your Password:

*Please note that all fields are required.

Congratulations! Your password has been successfully reset and you can now access your online banking with your new password.

Please contact Bank of American Fork Customer Service with additional *Reset Password* or Online Banking questions via email at customercare@bankaf.com or toll free at 1-888-842-3456, Monday – Friday, 7:15 A.M. – 6:15 P.M., (MST).