

Business Online Banking

End-User Reset Password Feature

The forgotten user password feature allows a user to reset their “**User Password**” utilizing a set of security questions to authenticate the user. To be able to use this feature, users will need to establish their security questions within online banking.

1. From the Administration menu, select **Maintain Security Questions** option under the **My Profile** group.



2. Select five unique questions from the five drop-down question lists.
3. Enter answers to each question following the guidelines on the page. All five questions must be selected and answered. No answers may be identical.
4. Click the **Submit** button to save your selections. If you entered any incorrect information, click on the reset button to clear the fields.

Maintain Security Questions

Enhanced Login Security

During future logins or when authenticating you for password reset, two randomly selected questions of the five you set up must be answered correctly to gain access to the system or reset your password.

- Five questions must be selected and answered
- Choose questions with clear answers that can easily be remembered.
- Answers must have between 2 and 50 characters.
- Special Characters allowed: ! @ # \$ % ^ & * . () - ? _ ; : , ~ = + / "
- Answers are not case-sensitive.
- Each answer must be unique.

Questions	Answers
Please select question one	<input type="text"/>
Please select question two	<input type="text"/>
Please select question three	<input type="text"/>
Please select question four	<input type="text"/>
Please select question five	<input type="text"/>

To use this feature, the user must enter a valid **Company ID** and **User ID** first, and then click the “**Forgot User Password**” link.



Company ID

This field is required

User ID

This field is required

User Password

[Forgot User Password?](#)

Message of the Day

Two of the five questions will be presented when resetting a forgotten user password. Enter the answers and click **Continue**.



Security Question

Please answer both questions presented to validate your identity.

Security Questions

Answers

In what city were you born?

What color was your first car?

The Reset My Password (User Password) screen displays. The user enters a new password and confirms the new password. User clicks on **Update Password**. The user can now login using their new password.

THE WASHINGTON TRUST
Company

Reset My Password (User Password)

My New Password

Confirm My New Password

Password Requirements
Minimum: 6
Maximum: 16
1 or more alphabetic character
1 or more number
Must not contain < or > characters