ECITIZENS NATIONAL BANK

Forgotten Password

By default, users are locked out of Online Banking after 5* invalid passwords are entered for their username.

*This number can be configured by your financial institution.

An email notification is sent to the user upon lockout.

Users can use the Forgotten Password tool to reset their password & unlock their account.

Log in to my account

⊗ The Username and/or Password you entered does not match our records. Try again.

Username

I can't access my account

Password

🔒 Log in

Step 1: Access the tool by clicking "I can't access my account" link.

Step 2: Enter one of the two phone numbers that the user currently has setup for MFA.

NOTE: The Forgotten Password tool is disabled after 3 invalid phone numbers are entered for that username. Users that have locked up the Forgotten Password tool must be reset by the financial institution.

Can't access your account?

Provide the following information and we'll send you a temporary password.

Phone number

+ 1 ▼   (xxx) xxx-xxxx

This phone number must be already added to your account.

Username

Send me a new password   Cancel

I forgot my username

Forgot Username?

This tool prompts the user for their email. If the email address matches what is stored in Online Banking, an email will be sent to that email address with the username.

Note: Whenever a user's password is changed or reset, the user is notified via email.

We just sent you a temporary password

Enter the password we sent to (888) 888 - 8888

⚠ Please enter the password we sent you.

Confirm

Didn't receive the password?

Send password again

Try a different number

Step 3: The system will generate a 6-character temporary password (containing letters & numbers) to the phone via a voice call (or text if it is enabled). Email is not an option.

Note: The temporary password expires after 30 minutes. The expiration period can be configured via Admin Platform > Configuration Catalog > Online Banking > Security > Password Settings.

Success! You need to change your password.

Temporary password

SHOW

New password

SHOW

▸ Minimum of six characters
▸ Use a mix of letters, numbers or symbols

Retype password

SHOW

▸ Passwords must match

Update password

Step 4: The user must enter their temporary password a second time, then create a new password and confirm. After doing so, the user is taken into Online Banking.

The SHOW/HIDE links determine if the characters of the password are displayed or masked as the user types them.