

With the ever-increasing need for security and passwords, it becomes easier to forget credentials and often we find ourselves locked out. With BankIowa's online banking, you can unlock and reset your access without having to contact us. Below are simple instructions on how to do this.

## Step 1

A screenshot of a web interface showing a password lockout message. At the top, there is a red warning icon followed by the text "Your password is locked." Below this, the heading "Locked Password" is displayed in blue. Underneath, it says "You can reset it yourself." At the bottom, there are two buttons: a solid blue "Continue" button and a white "Cancel" button with a blue border.

Once you have been locked out due to incorrect password attempts, you will get this message. To unlock yourself click on continue.

## Step 2

A screenshot of a "Verify Your Information" form. The form has a blue heading. It contains three main sections: "Account type:" with a dropdown menu showing "Checking, savings, or money market account" and "Loan account"; "This is a business:" with a dropdown menu showing "No"; and "Account number:" with a text input field and a prompt "Enter your checking, savings or money market account number." At the bottom, there are two buttons: a solid blue "Continue" button and a white "Cancel" button with a blue border.

Verify your account information by selecting if you have a checking, saving, money market, or loan account.

### Step 3

## Verify Your Information

Account type:

This is a business.  No  Yes

Account number:

Enter your checking, savings or money market account number.

If your account is a business account select yes, if it is not a business account select no.

### Step 4

## Verify Your Information

Account type:

This is a business.

Account number:

Enter your checking, savings or money market account number.

Enter in one of your account numbers and select continue.

## Step 5

### Reset Password

New password:

Confirm new password:

Submit

Password requirements: 0 of 8 requirements met

Your password:

- Must be 8 - 32 characters.
- Must include at least 1 letters.
- Must include at least 1 numbers.
- Cannot include spaces.
- Cannot include a character that repeats more than 2 times in a row.
- Cannot include the following characters: \<>'
- Is case sensitive.

Now you can pick a new password. It cannot be a password that you have used before and it must meet the password requirements on this screen. Once you have entered the password and confirmed the password, click on submit.

## Step 6

 **Your password was changed.**

### Reset Password

Continue

You will receive a confirmation that the password has been changed. If you click on continue, you will go directly into your online banking. You have completed the process.