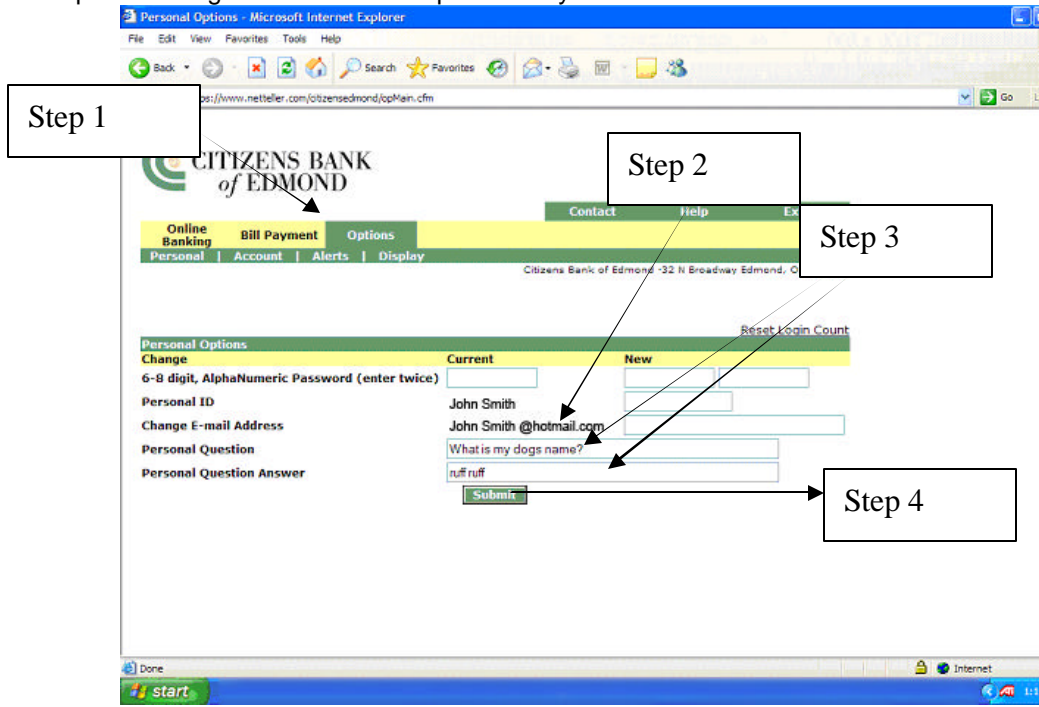


ONLINE BANKING PIN RESET INSTRUCTIONS

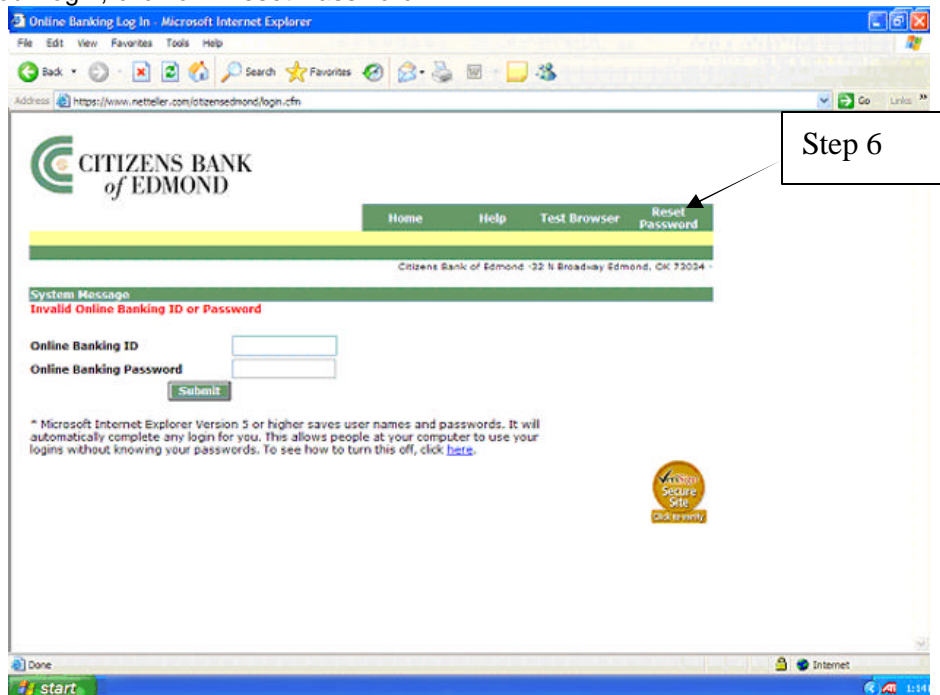
Instructions to set up online reset:

1. While logged in to online banking, the click on the “Options” tab
2. Verify your email address and make changes if necessary – your password request confirmation will be emailed to you.
3. Next, you will see two new personal options: “Personal Question” & “Personal Question Answer.” If you request a PIN reset in the future, you must confirm the personal question’s answer. (Note: The answer is case-sensitive!)
4. Hit submit to accept the changes – You are set up to reset your PIN online!

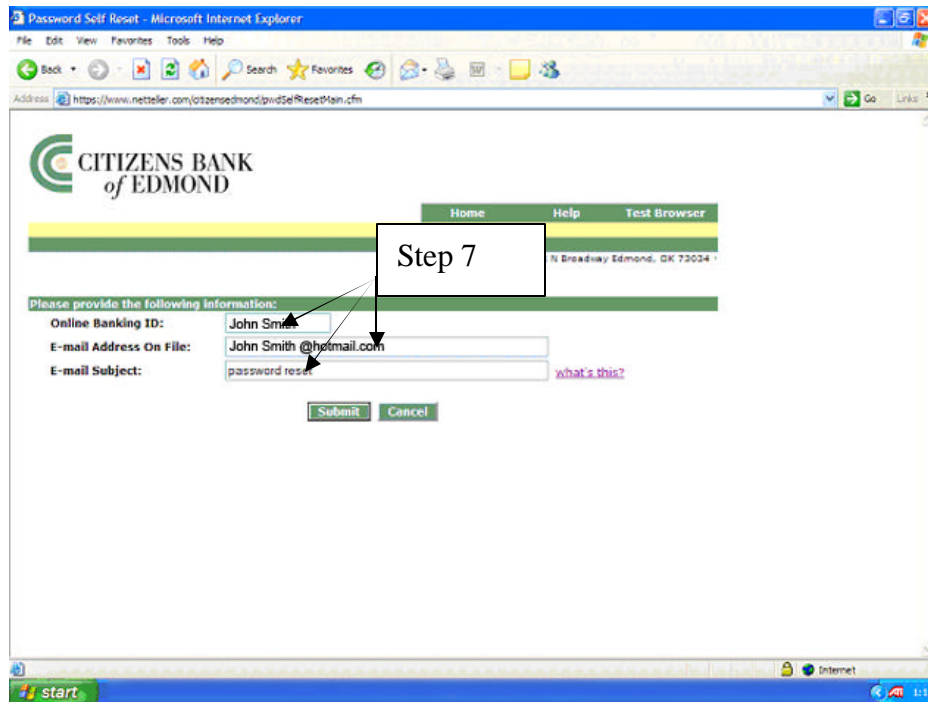


Instructions to resetting your PIN online:

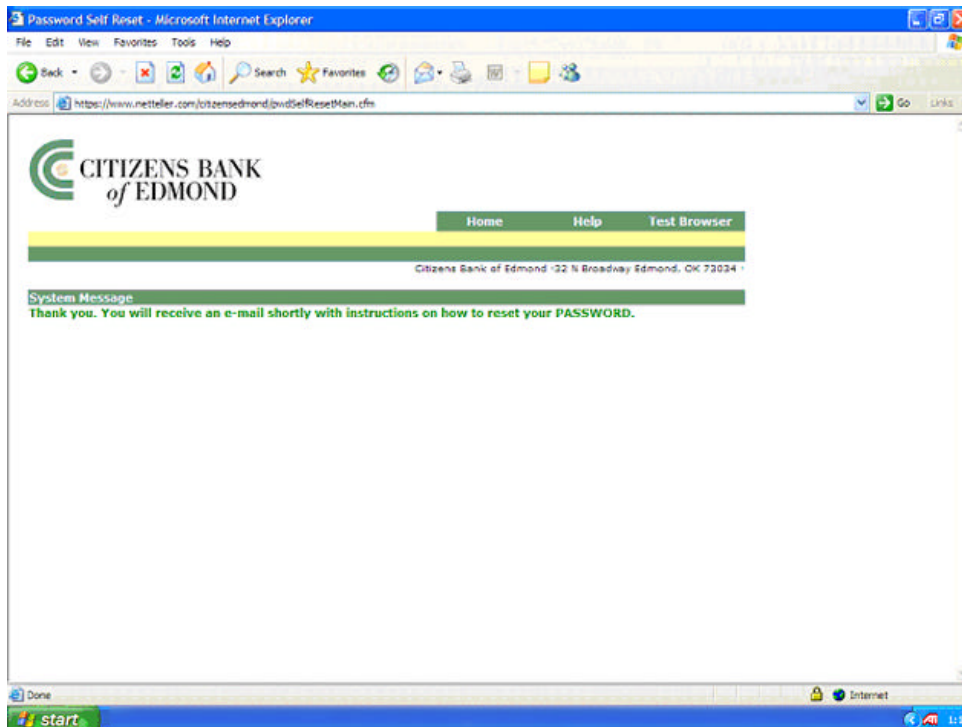
5. If you enter your ID and PIN incorrectly from the home page, you will be directed to the NetTeller screen as shown below.
6. If you need to reset your login, click on “Reset Password.”



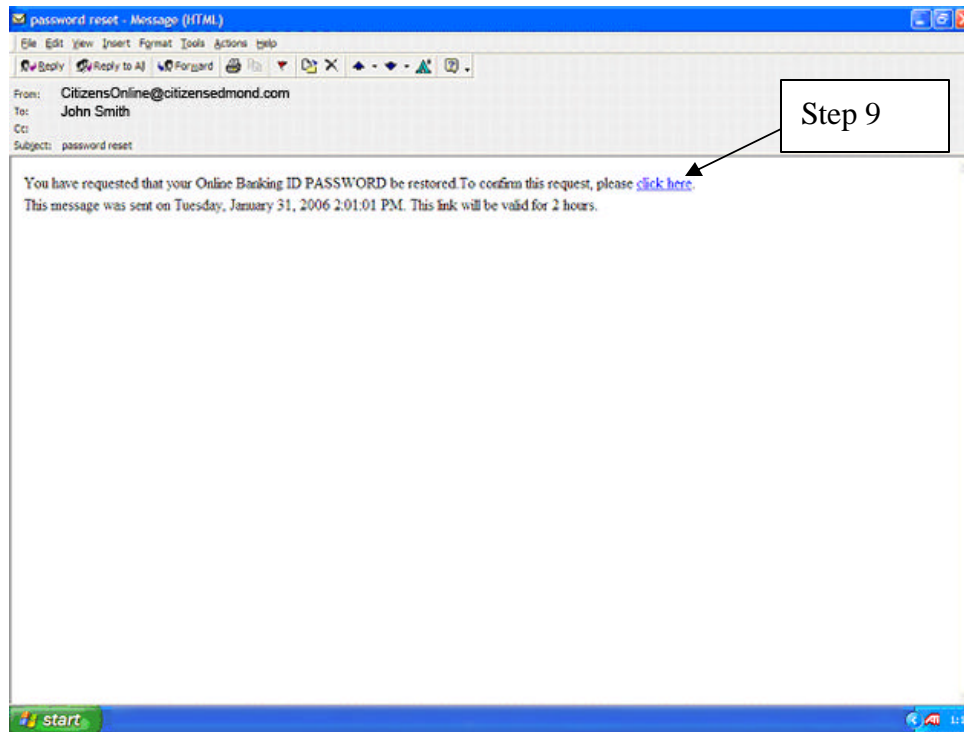
- It will then prompt you to enter their "Online Banking ID", "Email Address on File" and "Email Subject". The email subject is help you recognize the email you'll receive. This helps you know that it is not spam email. In addition, by confirming the email address that you entered when you set up the PIN reset, it helps authenticate that you are the one making the PIN reset request.



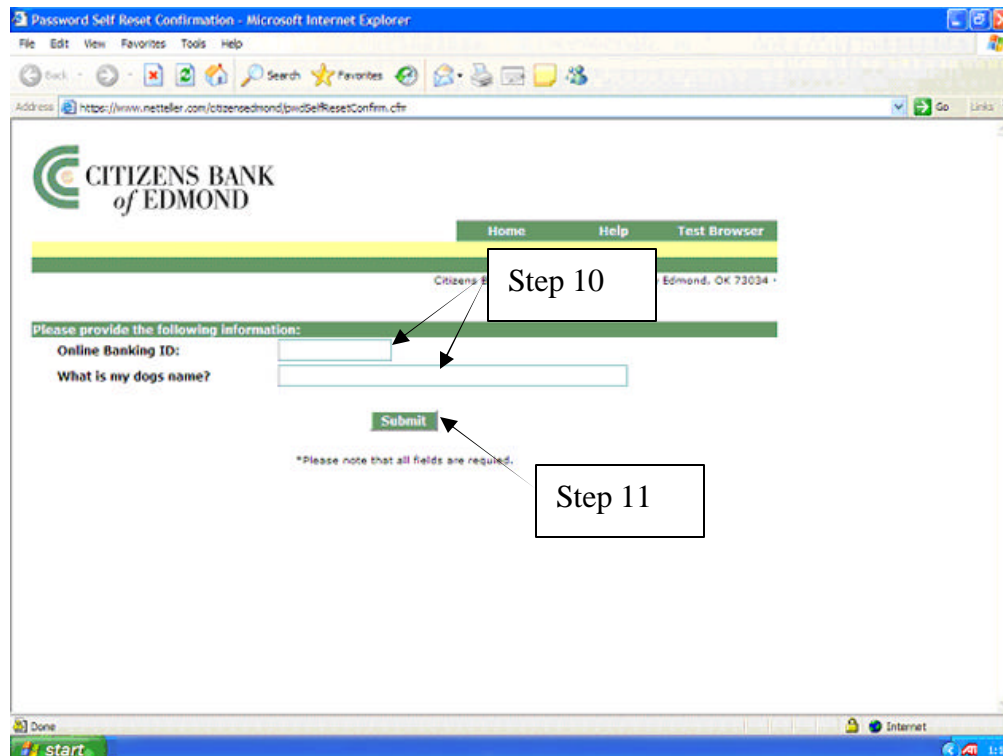
- If entered correctly, it will give you a system message indicating that you will receive a confirmation email on how to reset your password.



- When you receive the email, you will click on the link within the email (the email will be addressed from CitizensOnline@citizensedmond.com . The link contained in the email will be valid for only 2 hours. This helps prevent unauthorized access to your account.



- When you click on the link, it will take you back to the NetTeller page where you can enter your "Online Banking ID" and the answer to your security question you originally set up. (Note: It is case sensitive !)
- Click "submit" to accept the information.



12. You will then get a system message indicating that your password has been reset – it will be reset to the last 4 digits of the original online banking applicant's SSN or TIN.
13. Next, click on "Goto Login Page" – there you will enter your Online Banking ID and PIN.
14. For security purposes, it will prompt you to change your PIN to a new one.
15. Your PIN has been reset! You're ready to use Online Banking again!

