

Online Banking (Net Teller) Log in and PIN/ Password Help

Online Banking USER ID (Alias) Length **Minimum 4** **Maximum 16**

Online Banking PIN/ Password Length **Minimum 8** **Maximum 16**

Online Banking Net Teller PIN/ Password Character requirements

Must contain a Number a Letter and a special character **& + _ % @ ! \$ * -**

PIN/ Password Expiration 180 days

PIN/ Password reuse restriction May not reuse the previous 4 passwords

Password Resets

User PIN: [Reset Password](#)

The Log in page has a “ Reset Password” option. To enable this option the user must set up a “PIN reset question” in the OPTIONS TAB of Internet Banking. Once this has been completed you may click on the [Reset Password](#) link. The system will email you your PIN reset question. After providing your PIN reset answer the system will then email a temporary PIN/Password to you.

If you have not set up your PIN reset question and answer, it will be necessary for you to contact the Bookkeeping department during business hours to reset you PIN/Password.

Mobile Banking Password changes

If your PIN/Password expires and must be changed or if the bank must reset your PIN/Password all changes must be completed on the standard Internet Banking site. PIN/Passwords may not be changed in the Mobile App.