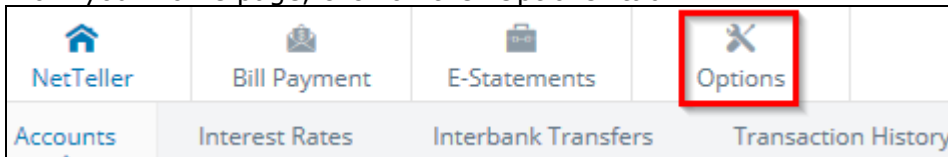


Enabling the Password Self Reset Feature

For your convenience, our Online Banking can allow you to reset your own password. It is easy to set up, easy to use and quicker than calling the Bank for assistance! This feature is set up through your online banking. The following instructions should walk you through the entire process with ease!

Log into your online banking.

- From your home page, click on the "Options" tab.



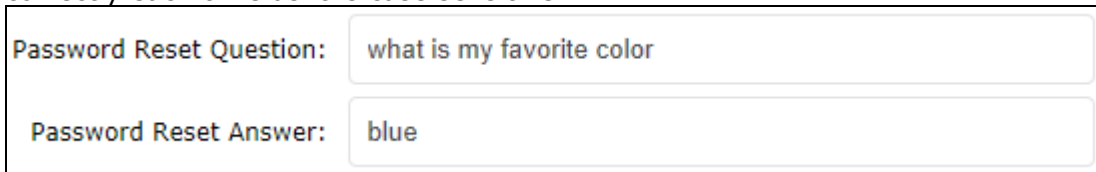
Once you have clicked on the "Options" tab, you will need to modify your personal settings.

- Verify your email address. This is important because your password reset question will be emailed to you.
- Make any necessary changes to your email.

A screenshot of the email address verification form. It contains two fields: 'Current Email Address:' with the value '██████████@brattbank.com' and 'Change Email Address:' with an empty text input field.

When you are satisfied that your email address is correct, scroll down to the "Password Reset Question" and "Password Reset Answer" fields.

- Enter a question of your choice.
- Enter your answer to the above question. Make sure you use an answer that you will type correctly each time as it is case sensitive.

A screenshot of the password reset question and answer form. It contains two fields: 'Password Reset Question:' with the value 'what is my favorite color' and 'Password Reset Answer:' with the value 'blue'.

- Scroll to the bottom of the page and click on "Submit".

You have now set up your Password Reset Feature and are on your way to resetting your own password!


Continue reading below to see how to use the Password Reset Feature!

Using Password Reset cont.

Now that you have established your password reset question and answer, you can follow these steps if you get locked out or forget your password.

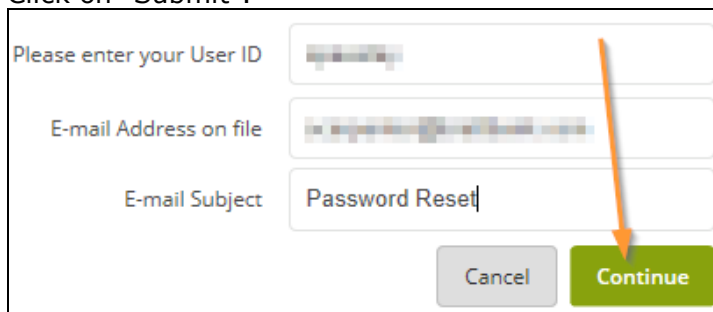
From our website:

- Enter your user id and click "Personal".
- Click on "Reset Password" instead of entering your password and submitting.



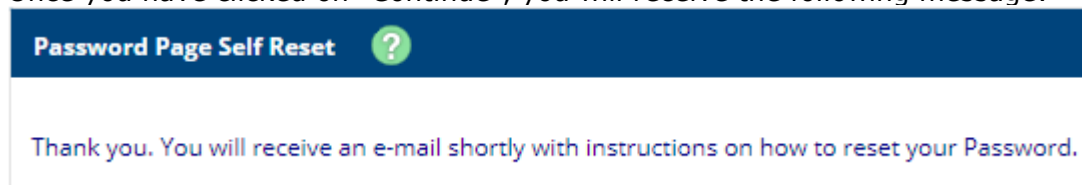
A screenshot of a web form for password reset. It shows a text input field for "User ID" containing "spaestay". Below it is a "User Password:" label with an empty input field. To the right of the password field is a red link labeled "Reset Password". Below the password field is a green "Submit" button. An orange arrow points from the "Reset Password" link to the "Submit" button.

- Enter your user id.
- Enter your email address.
- Enter a subject word or phrase that you will recognize. This will show in the subject line of the email and will let you know that the email is okay to open.
- Click on "Submit".



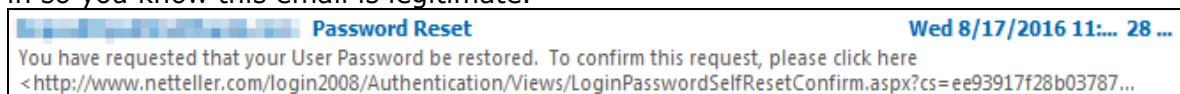
A screenshot of an email configuration form. It has three input fields: "Please enter your User ID" (blurred), "E-mail Address on file" (blurred), and "E-mail Subject" containing "Password Reset". At the bottom are "Cancel" and "Continue" buttons. An orange arrow points to the "Continue" button.

- Once you have clicked on "Continue", you will receive the following message:

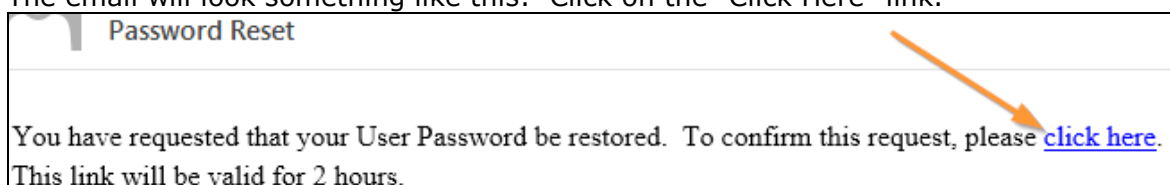


Log into your email. This email is only valid for 2 hours. After 2 hours you will not be able to open the email and will have to do the above steps again.

- This is what the email notification will look like: as you can see, the Email Subject is filled in so you know this email is legitimate.



- The email will look something like this: Click on the "Click Here" link.



- An online window will open, asking you to enter your user id and to answer your security question.
- Click on "Continue" once you have answered your question properly. Remember, it is case sensitive.

Please enter your User ID: *

Please enter your answer for what is my favorite color: *

Continue Cancel

- Create your new password.
- Reenter your new password and click "Submit". Make sure to follow the criteria on the right.

Please enter a new Password: *

Reenter your Password: *

NOTE: Password must be between 8 and 12 characters. Alpha-Numeric-Special: Numbers, letters, special characters are required. The following special characters are allowed: + _ % @ ! \$ & * ~ Password cannot match or include your User ID

Submit Cancel

- You have now reset your password! You can now log in or close your browser.

Password Self Reset

Your Password has been changed successfully.

Go to Login Page Close Browser

This may seem like a lot of steps, but go ahead and give it a try. It is very easy and quick. Remember, you can always contact Deposit Operations for further assistance at 802-254-5333 x 602 or 888-806-6400 x 602. We will be happy to assist you further.