

## Online Banking > Password Self-Reset

### About Password Self-Reset

Using our Password Self-Reset feature, you can create a new Online Banking Password anytime – over the weekend, in the middle of the night, on a holiday, or other times when Heartland Bank may be closed!

Before using this feature, you must enable it by specifying a Password Self-Reset Security Question and Answer. In the future, if you forget your Password, you can use this feature to answer your security question and create a new Password.

### To enable your Password Self-Reset feature:

1. Logon to your Online Banking.
2. Click the **Options** tab at the top of the page.
3. Under **Modify Personal Settings**:
  - Verify that your current e-mail address is correct. Change if needed.
  - Enter a Password Reset Question.
  - Enter a Password Reset Answer.
  - **IMPORTANT!** Select the ? on the **Options** page to learn about your four-digit **Default Password**. You will need to know your **Default Password** to use the Password Self-Reset feature.

(You may change any item on the Personal Options screen with or without changing the other selections. Once you receive the Confirmation Message of successful change, select **Accounts** from the menu to view your transactions.)

4. Click the **Submit** button. Then, select **Accounts** from the menu to return to your account listing.

Password Self-Reset is now enabled and you can use it anytime, day or night!

### To use Password Self-Reset:

To use the Password Self-Reset feature, you will need the following information:

- Heartland Bank Online Banking ID
- E-mail address on file in your Personal Settings
- Answer to your Password Reset Question
- Four-digit Default Password

1. From the Online Banking logon page, click on **Forgot Password?**
2. To verify your identity, you will be asked to enter your:
  - Heartland Bank Online ID
  - E-mail address on file in your **Personal Settings** under **Options**.

You will also be asked to enter an **E-mail Subject**. Your **E-mail Subject** will be included in the subject line of the Password Reset e-mail we send so you will know that the e-mail came from us.

After entering this information, click the **Submit** button.

3. Within minutes of verifying your identity, you will receive an e-mail from us providing a Password Reset link. **The link will be valid for only 2 hours.**

4. Select the link and enter your Heartland Bank Online ID and the Answer to your Password Reset Security Question. The Answer must exactly match what you entered on the Options page during your preparation for Password Self-Reset.

5. The next screen will give a choice: **Go to Logon Screen** or **Close your Browser**.

- **Choosing the Logon Screen**, you will be allowed to enter your Heartland Bank Online ID and your four-digit Default Password. You will be prompted to create a new Password. Please select a secure password according to the instructions shown to the right of the password change fields. Your last four passwords will not be allowed.

Your Password will be successfully reset. You may now access your Online Banking.

- **Closing the Browser** will allow you to reset your Password later, but you must use the link within the 2 hour period to access the logon screen.

### When Password Self-Reset does not work:

Your Password Self-Reset feature will not work if you haven't enabled it or if any of the following information is entered incorrectly:

- Heartland Bank Online Banking ID
- E-mail address
- Answer to your Password Reset Question
- Default Password

You can have your Password reset by calling our Customer Care Center at 888-897-2276 or 309-662-4444, Monday-Friday 7:00 am to 6:00 pm, Saturday 8:00 am to 1:00 pm.