



SECURITY FINANCIAL BANK
Member FDIC

Reset Your Online Banking Password

1. At the login page click “Forgot?” to begin an account password recovery.

The screenshot shows the SFB login page. At the top is the SFB logo and the text "SECURITY FINANCIAL BANK". Below this is a "Username" input field with a cursor. To the right of the input field is a yellow arrow pointing to a "Forgot?" link. Below the "Forgot?" link is a red "Continue" button.

2. If you know your username, enter it here along with your email address.

The screenshot shows the "Account recovery" page. At the top is a red lock icon. Below it is the text "Account recovery" and "We need this info to verify your identity." There are two input fields: "Username" and "Email". To the right of the "Email" field is a "Need help?" link. Below the input fields is a red "Next" button. At the bottom of the page is the text "Can't remember this information? Try another way".

3. If you do not know your username or email address, select “Try another way.” You will then be prompted for the Social Security number for the account and an account number related to you.

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Account recovery

We need this info to verify your identity.

Social Security number

EIN and ITIN are also accepted

Account number 

[Need help?](#)

Next

[Don't have this information? Try another way](#)

4. After completing the requested information and clicking Next, choose whether to receive password reset instructions via email or text.

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Send password reset instructions

A password reset link will be sent to the phone number or email listed below. Please request and access the link using the same device.

 Send via email
Link will be sent to *****@gmail.com >

 Send via SMS text
Link will be sent to (...) ***** 00 >
Message and data rates may apply.

5. Choose your preferred method for the verification code delivery. (Refer to the list at the end of this document to prevent messages from going to SPAM.)



Verification code delivery

Text message
.....5555

Phone call
.....5555

Authenticator app
We support the Authy app.
[Download Authy](#)

Next

6. Enter the code when received.



Confirm account

We sent a code to5555 . If you have the Authy app installed, you can get your code there. This code will expire after 5 minutes.

Verification code

Verify

[Resend code](#) or [Try another way](#)

7. Create your new password. Click “Show rules” to see password parameters

The screenshot shows a 'Reset Password' form. At the top is a red circular icon with a white lock symbol. Below it is the text 'Reset Password'. Underneath is a 'Login for' dropdown menu. The main part of the form consists of two input fields: 'New password' and 'Confirm new password'. Between these two fields is a red link that says 'Show rules'. At the bottom of the form is a red button with the text 'Update'.

NOTE: It is recommended that you add the following numbers and email address to your contacts as “SFB Online Banking” or something similar, so needed information does not go to your SPAM folder.

Password reset TEXT will come from **833-771-0803**

Security codes when logging in will come from **855-909-0331** or **22395**

Password reset emails will come from **customerservice@sfbank.com**

Phone call for reset verification code will come from **757-384-1339**