Reset Your Online Banking Password

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

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

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.

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

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.)*

6. Enter the code when received.

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

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**