Reset Your Online Banking Password

1. Select "Forgot" on your login screen, and then select "RESET."
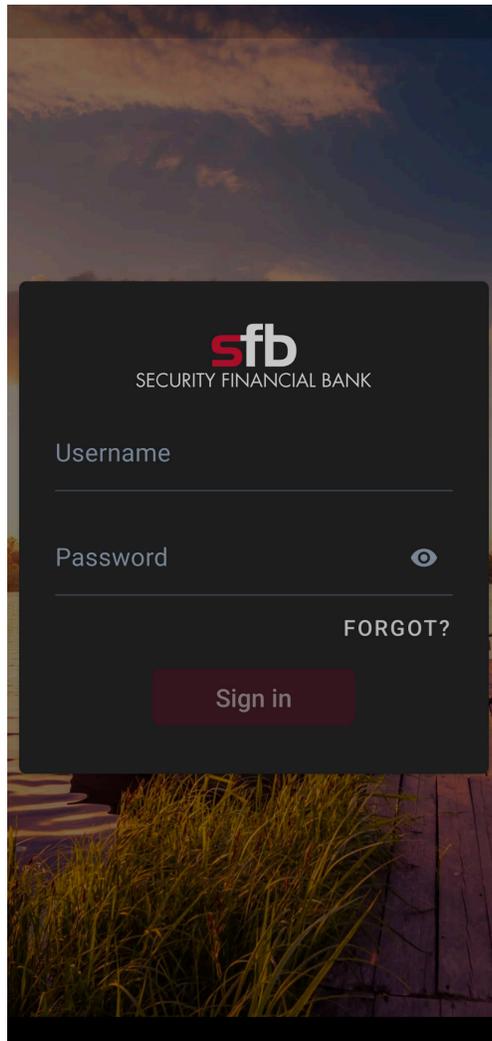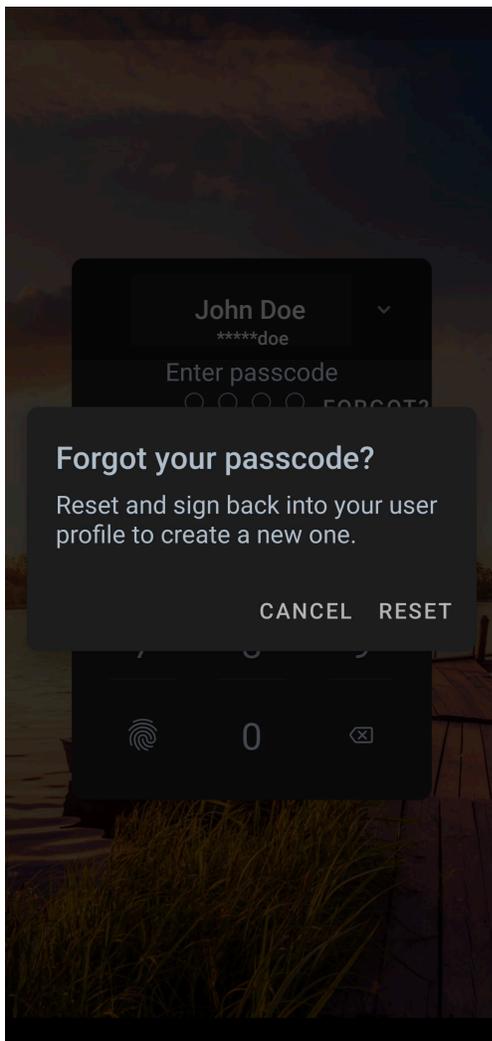
2. If you know your username, enter it here along with your email address.
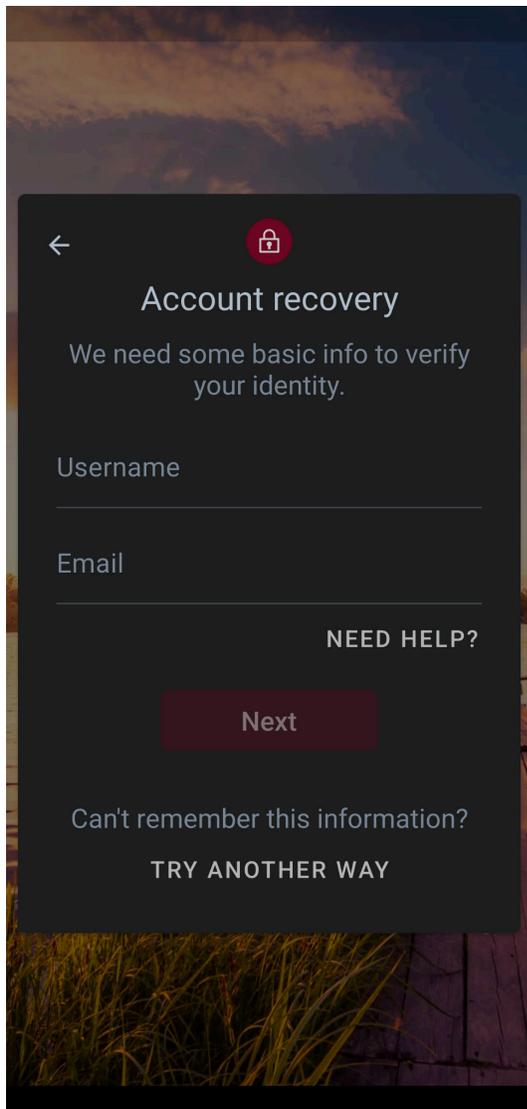
3. If you do not know your username or email address, select "Try another way." You will then be prompted for the Social Security number for the account and an account number related to you.
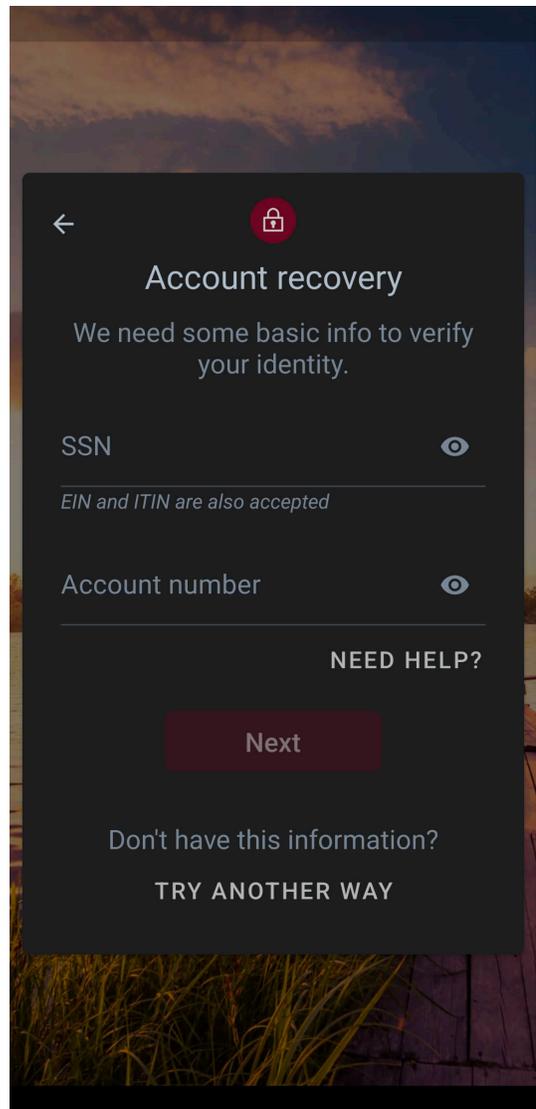
Account recovery

We need some basic info to verify your identity.

Username

Email

NEED HELP?

Next

Can't remember this information?

TRY ANOTHER WAY

Account recovery

We need some basic info to verify your identity.

SSN

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.
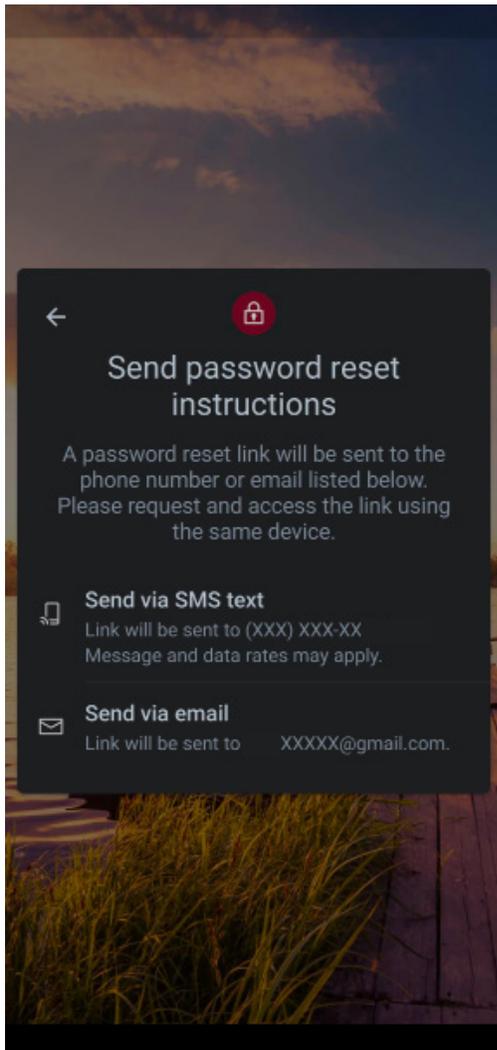
5. A link will be sent by email or text.
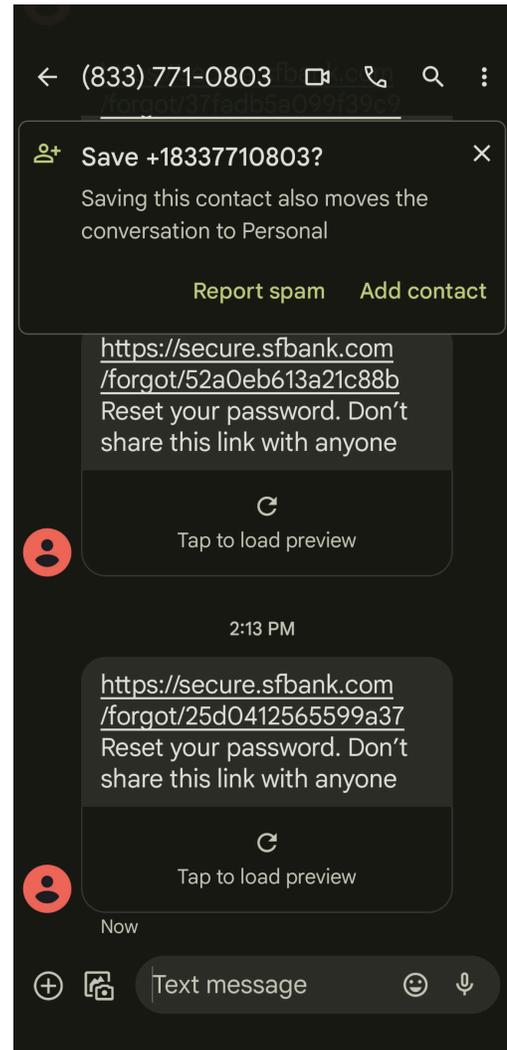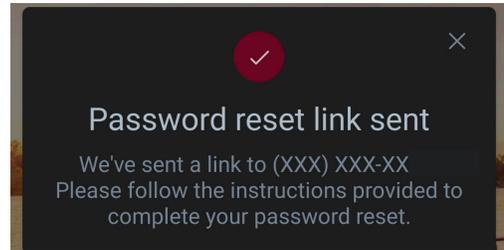
6. Enter the code when received.

Confirm account

We sent a code to XXX-XXX-
If you have the Authy app installed you can get your code there. This code will expire after 3 minutes. Never share this code with anyone.

Verification code

Next

RESEND CODE or **TRY ANOTHER WAY**
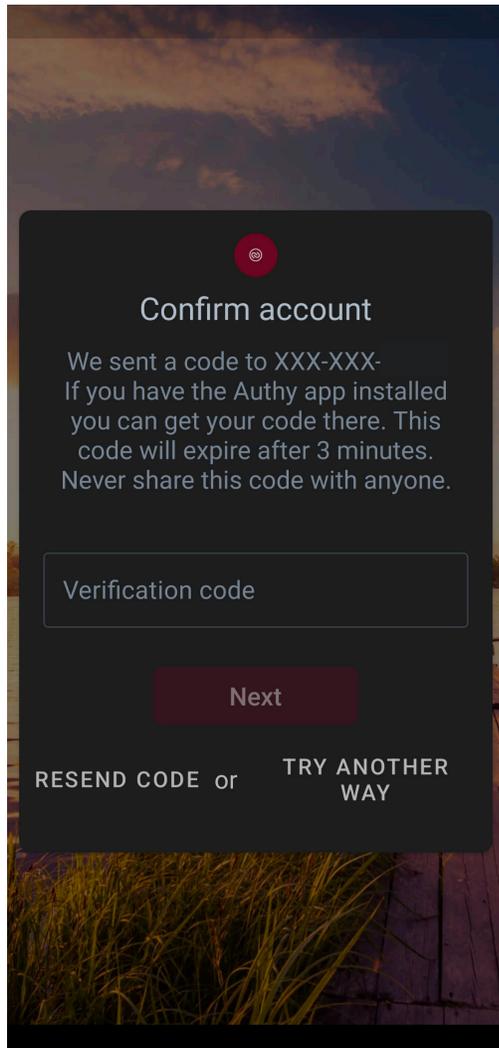
7. Create your new password. Click "Password Rules" to see the password parameters.

Reset password

Login for johndoe

New password

PASSWORD RULES

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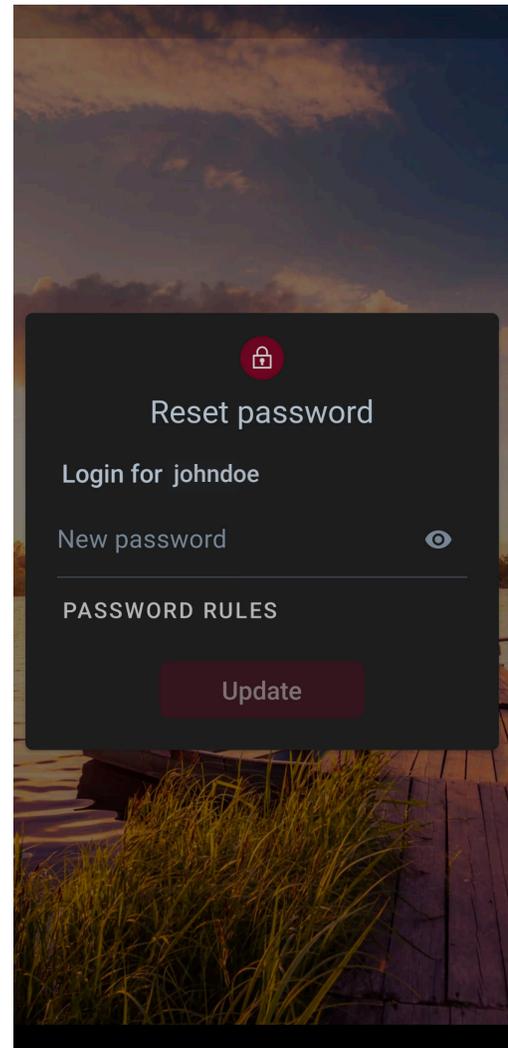
NOTE: It is recommended that you add the following numbers and email address to your contacts as "SFB Online Banking" or something similar, so needed information does not go to your SPAM folder.

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**