

# E-Banking 'Forgot Your Password' Request

1. From MyBloomberg – eBanking login screen click on “Forgot Your Password, which is located below the User ID login option



The screenshot shows the MyBloomberg eBanking Login page. At the top, there is a navigation bar with links: 11 June 2018, Find A Branch, ATM Locations, Deposit Accounts, Loans, eServices, and Other Info. The main content area is titled "MyBloomberg - eBanking Login" and features a promotional banner for a "48 Month ONE-TIME Rate Bump CD" with a rate of 3.75% / (3.80% APY) and a \$500 minimum deposit. Below the banner, there are links for "Our Privacy Policy", "PassMark Helpsheet", and "Our Homepage: Bloomberg.com". A note at the bottom of the banner provides contact information for lost or stolen ATM/debit cards and credit cards. On the right side of the page, there is a "User ID:" input field, a "Login" button, and a "Launch Demo" button. Below these, there are four links: "Forgot Your Password?", "Sign Up for FREE eBanking", "Add To Favorites/Bookmark", and "Install Certificates". A note at the bottom right states: "Note: When answering Challenge questions (if prompted), click on the Continue button instead of pressing the Enter key." At the very bottom, there is a small instruction: "To log in to the system, enter your User ID and Password, then click 'Login'."

2. On the Password Assistance Screen, enter the required data. After you have filled in the necessary information, User ID, Mother’s Maiden Name, press the “Get New Password” button and you will be sent a new temporary password to your e-mail address on file. The “Cancel” button will send you back to the previous page.

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## Password Assistance

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User ID:

Mother's Maiden Name:

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