## Learn how to **Unblock** your username in **Digital Banking**

## Recover your access from your mobile

If you enter your password incorrectly more than three times, Digital Banking will block your user for security purposes and will send you an email to notify you. If you are a previously registered user, you may unblock yourself with these easy steps: When your user is blocked, a message will appear saying: Your username is blocked. Please click on the link "User blocked?" and complete the required fields to unblock yourself.



Enter your username, answer the security question, and enter your email address to receive a temporary password. Tap Accept.

Note: The temporary password may take a few minutes to be sent to your email.

×	Unlocking user
eacher i	he name of your favorit n school? / ¿Cuál es el de tu maestro favorito e a?
Security a	inswer*
E-Mail*	
¿What is thi	is?
	Accept

Look for the temporary password in your email and enter it in the provided field along with your username. Tap Log in.

1 Fire	st Bank		Weld	come
Usernc	ame *			
Passwa	ord *			
0	Remember username		Log in	
	Us	er Blocked	12	
	2	Sign up!	7	
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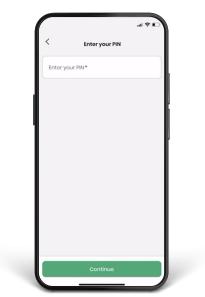


Enter the temporary password. Create a new password, repeat it and and tap Continue.

Note: The new password must have at least 8 characters, a number, a special character (e.g. !@#\$%^&\*, .), one uppercase and one lowercase letter.

<	Password
must contain at lea	t be at least 8 characters in length. ast i number, at least 1 special #\$%^&`,), at least 1 uppercase past 1 lower case character.
	password, enter your current o sword, and then your now
Current passv	word *
New Passwore	
Repeat new p	bassword *
	Continue

6. Enter your PIN, tap Continue, and you are done!



Once you confirm your new password, you will see a message saying Enter your new password to continue with the login.

Userno	ame *			
Passv	vord*		F	orgot?
	Remember username		Log in	
	U:	ser Blocked	12	
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		Sign up!		

## **Recover your access from your computer**

- 1. Press Blocked username?
- **2.** Answer the security question and enter your email to receive a temporary password. Tap Confirm.
- 3. You will receive an email with a temporary password.
  - Enter the temporary password received by email. Create a new one and confirm it.
  - Remember, it must have at least 8 characters, a number, a special character (e.g. !@#\$%^&\*, .), one uppercase and one lowercase letter.
  - **Note:** The temporary password may take a few minutes to be sent to your email.

**4.** You will see a message that says password change successful.

5. Enter your new password, and your PIN and you're all set!

## Follow these steps and enjoy **Digital Banking** today.











Todo está en uno

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