



Learn how to **unblock** your username in our **Digital Banking** service

Recover your access from your **mobile app**?

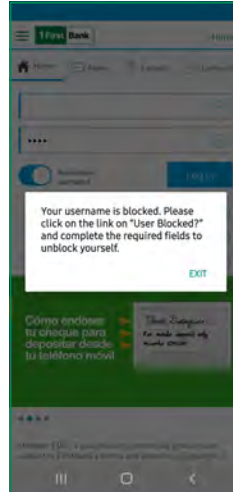
If you enter your password incorrectly more than three times, Digital Banking will block your user for security purposes and will send you an email to notify you. If you are a previously registered user, you may unblock yourself with these easy steps:

1

When your user is blocked, a message will appear saying:

Your username is blocked.

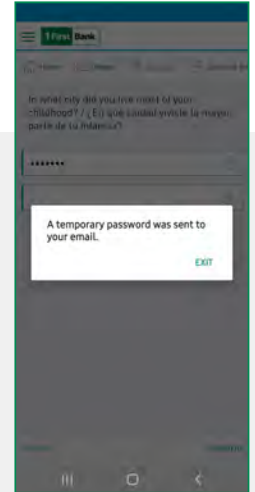
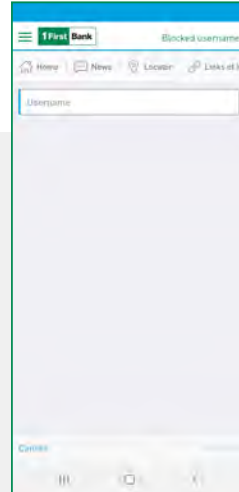
Please click on the link on "User blocked?" and complete the required fields to unblock yourself.
Press **Exit**



2

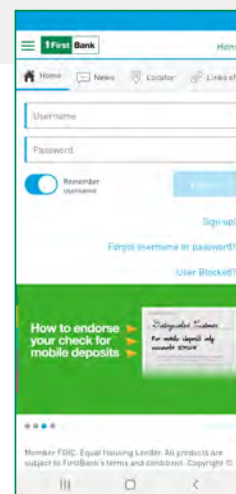
Enter your username, the answer to the security question, and your email address to receive a **temporary password**.

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



3

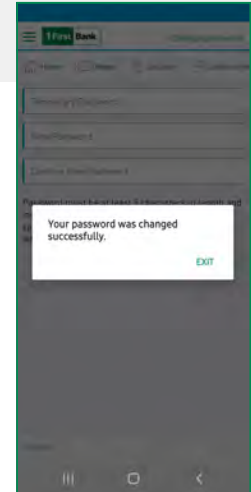
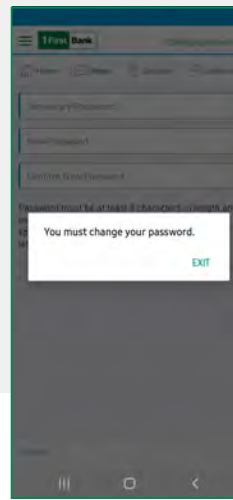
Look for the temporary password in your email and enter it in the provided field.



4

Create a **new password**.
Confirm it.

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

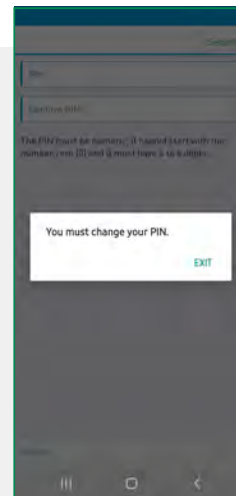


5

A message saying **Your password was changed successfully** will appear.

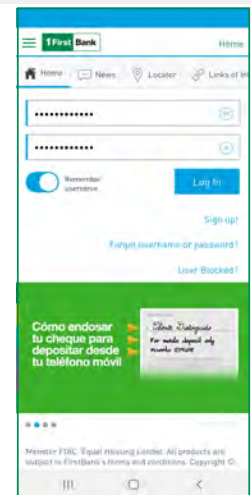
6

The system will request that you modify your **PIN**.



7

Enter your username, new password, **PIN**, and done!



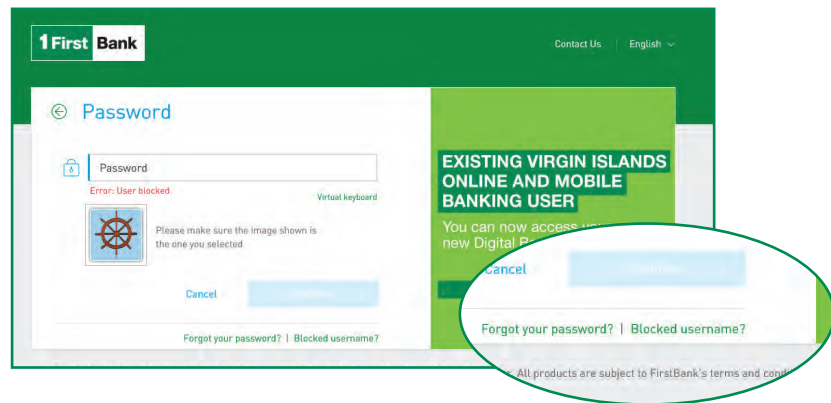


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Recover your access from your **computer**?

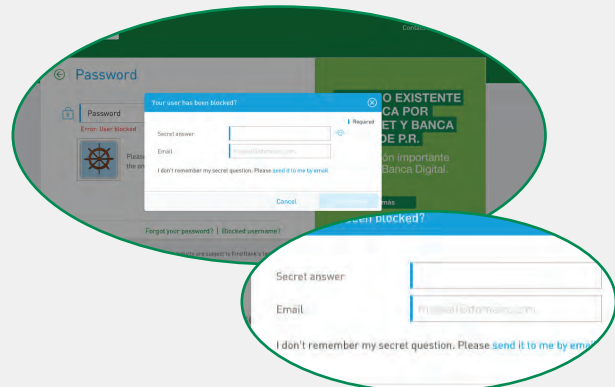
1

Click on **Blocked Username?**



2

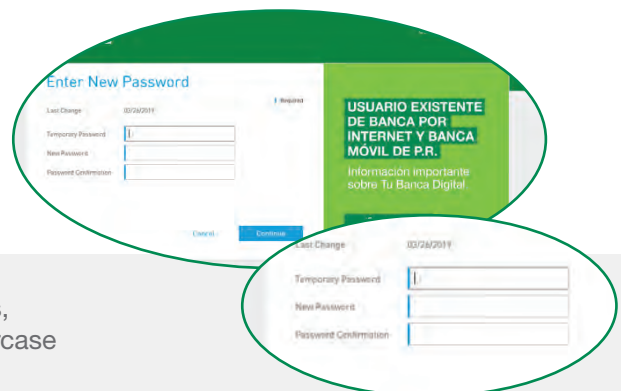
Enter the answer to the security question and your email address to receive a **temporary password**.



3

Enter the **temporary password** received by email. Then, Digital Banking will take you to a page where you must enter the temporary password to create a new one.

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

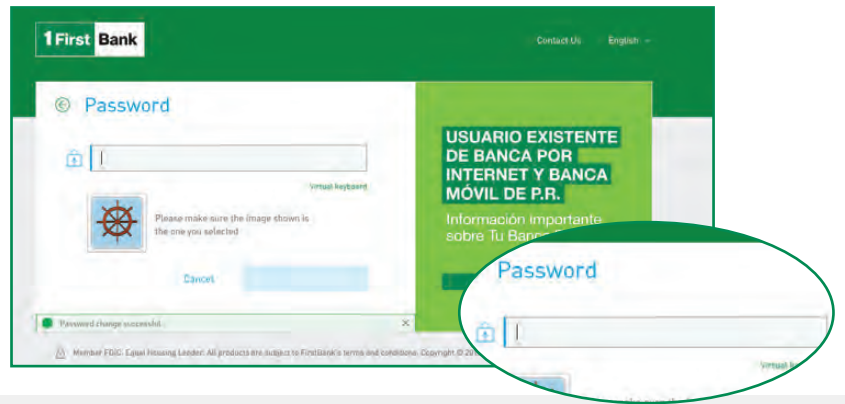


4

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

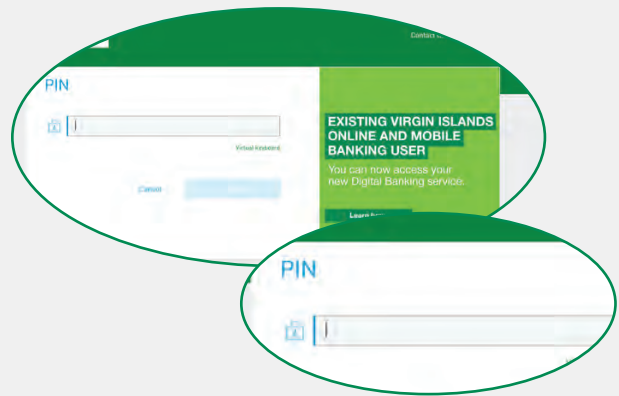
5

Enter your new password to access your account.



6

Finally, enter your **PIN** and you're all set!



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apoyoalcliente@1firstbank.com



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