



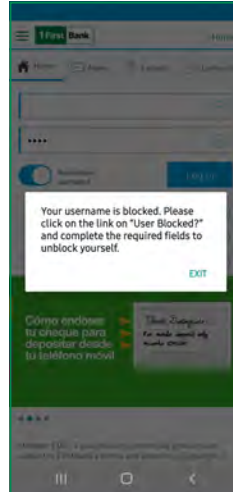
Learn how to **unblock** your username in our **Digital Banking** service

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

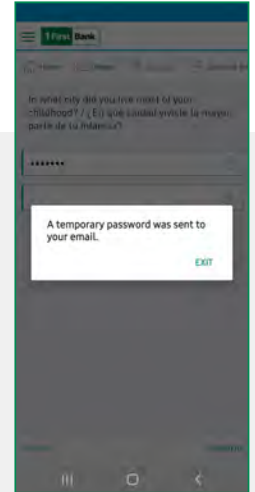
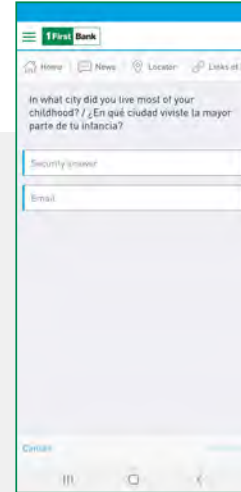
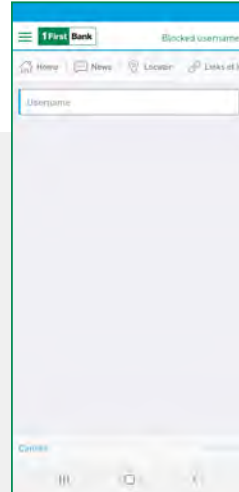
When your user is blocked, a message will appear saying **Your username is blocked. Please click on the link on "User blocked?" and complete the required fields to unblock yourself.** Press **Exit**



2

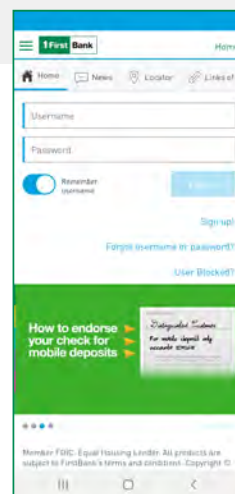
Enter your username, the answer to the security question, and your email address to receive a **temporary password**.

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



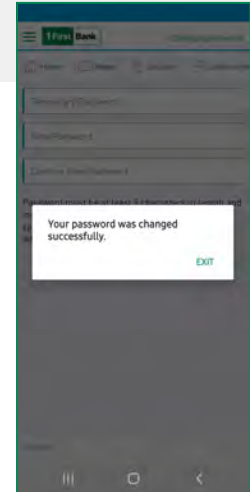
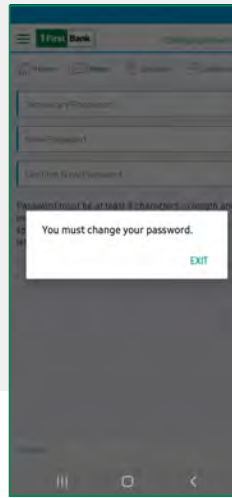
3

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



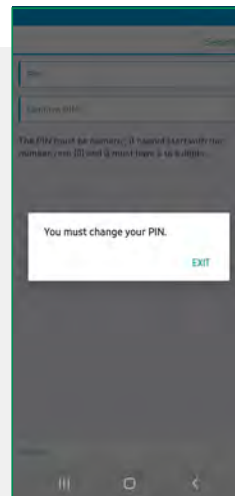
4 Create a **new password**. **Confirm** it.

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

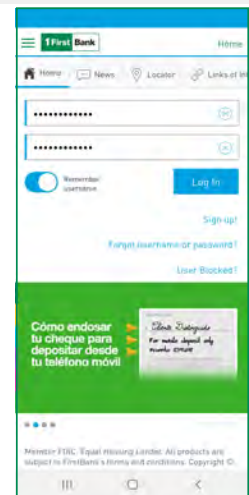


5 A message saying **Your password was changed successfully** will appear.

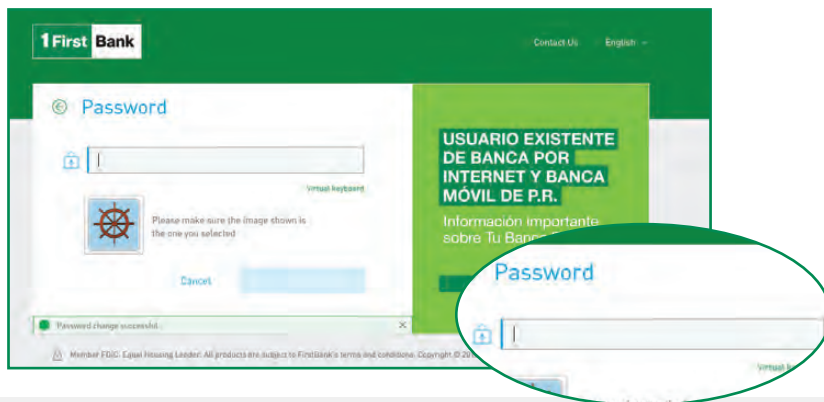
6 The system will request that you modify your **PIN**.



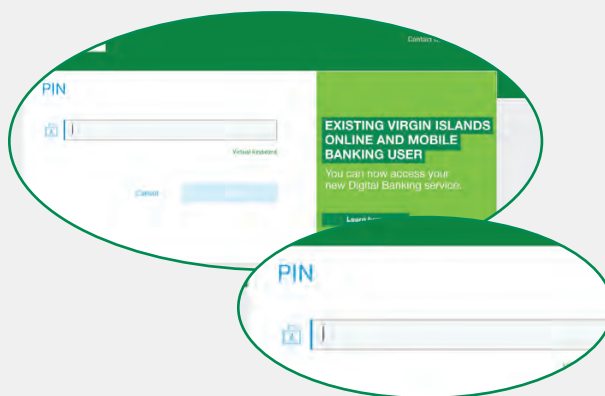
7 Enter your username, new password, **PIN**, and done!



5 Enter your new password to access your account.



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



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Together we are one