

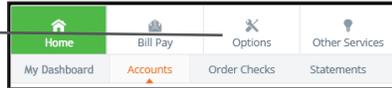
# How to Set Up a Password Reset Question

This allows you to verify your identity if you forget your eBanking password.

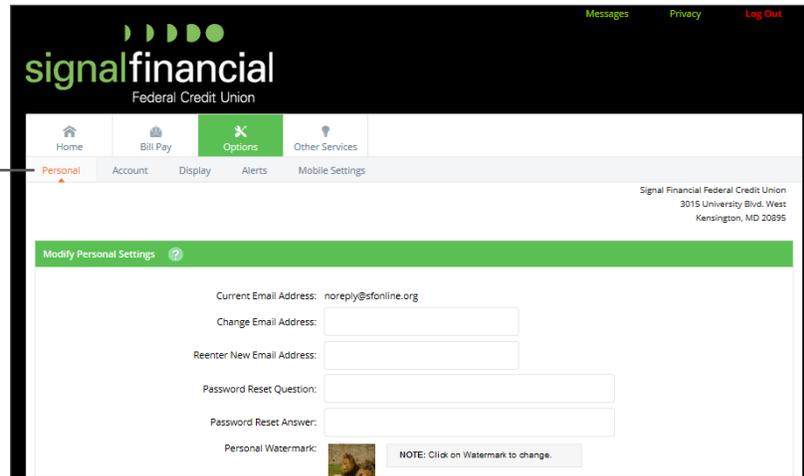
## CHOOSING A QUESTION AND ANSWER

This must be done in eBanking on a desktop or laptop computer.

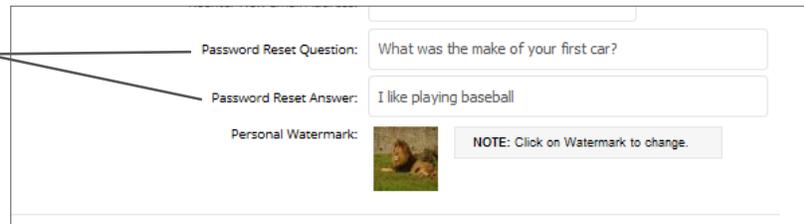
**STEP 1:** Click on the **Options** tab



The **Personal Settings** page will open by default.



**STEP 2:** Create a question and answer and click **Submit**.



### SECURITY TIPS:

- Choose a question only you know the answer to, and that you will be able to remember.
- Do not use the same question and answer for other online accounts, and do not choose a question and answer that rely on information, such as where you went to high school, which a hacker could easily find out.
- A full sentence answer is more secure than one or two words.
- The answer needs only to be something you can remember, not necessarily the literal answer to the question. It can even be nonsense, such as "Santa Claus pink bow tie." The idea is to make it impossible for a hacker to guess the answer. Signal does not use this question and answer for any other purpose.
- Change your question and answer from time to time.

## IF YOU FORGET YOUR eBANKING PASSWORD

DO NOT attempt to login more than once; the system will lock your eBanking account after several unsuccessful login attempts. Follow these instructions to reset your password instead, using a computer or mobile device.

**STEP 1:** Click on the **Forgot your Password?** link.

**STEP 2:** Fill out the form, then click **Continue**.

**STEP 3:** An email will be sent to your address on file. Click the link to reset your password.

**STEP 4:** The link will take you to eBanking, where you can use this form to confirm your identity. Click **Continue** after filling in the information.

If you did not set up a reset question, or can't remember the answer, a Member Services representative will need to help you: 301-933-9100, ext. 298.

**STEP 5:** Choose a new password and click **Submit**.

**STEP 6:** Click **Go to Login Page** to log in with your new password.

**STEP 7:** A notification will be sent to the email address on file. Call us immediately if you get this email but did not change your password.

The **Click Here** link will take you to the eBanking login page.