

## How to reset your password

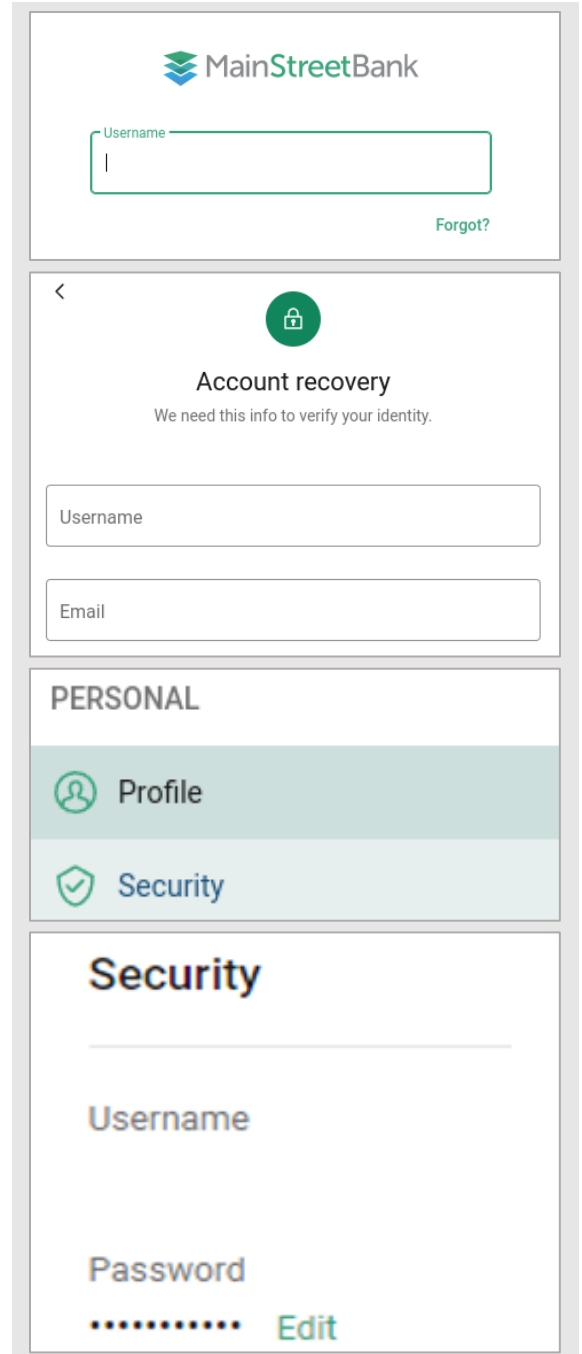
You can reset your password at any time, through **Account Recovery** if you forgot it, or after you're logged in if you know your current password. If resetting a forgotten password, you will be asked to enter additional personal information or use your already configured multifactor authentication method to identify you.

### 01 Reset Forgotten Password

- Navigate to the Digital Banking Login Screen
- You can access the digital banking login screen by typing the URL directly into your browser, or by clicking the Sign In button located in the top right navigation of the Bank's website:
  - digital-banking.mstreetbank.com
  - mstreetbank.com > Sign In > Submit
- Once you reach the Digital Banking Login screen, under the Username field, click **Forgot?**
- In the Account recovery pop-up box, enter your username and email address and click **Next**
- Choose to receive your reset link via email or SMS text
- Once you receive the reset link, follow the prompts to create a new password

### 02 Reset Known Password

- Please Note: You can update your known password via mobile app or desktop
- Login to Digital Banking using your existing credentials
- At the bottom of the left navigation menu, click on your name or avatar to expand the settings menu
- Click on **Personal settings** to open the Settings Dashboard
- Within the Personal settings menu, click on **Security** to open your personal security details
- Locate the Password field towards the top of your personal security details, click **Edit**
- Enter your current password, type and verify your new password, and click **Save**



The image shows three sequential screenshots of the MainStreetBank digital banking interface. The first screenshot shows the login screen with a 'Username' field and a 'Forgot?' link. The second screenshot shows the 'Account recovery' pop-up box with fields for 'Username' and 'Email', and a 'Next' button. The third screenshot shows the 'PERSONAL' settings menu with 'Profile' and 'Security' options, and a 'Security' settings screen with fields for 'Username' and 'Password' (with an 'Edit' button).