

# Online Banking Password Self Reset

If you have locked yourself out of online banking, or simply do not remember your password, you have the ability to reset your password.

Before the Reset Password feature can be utilized, **Current Email Address**, **Password Reset Question** and **Password Reset Answer** fields must be completed. These fields are modified in **Options > Personal** after initial login as shown below. The Password Reset Answer field is case sensitive. If you have mobile banking, the Mobile Phone Number field must also be completed. This field can be modified in **Options > Mobile Settings** as shown below.

## Web

Accounts	Bill Payment	E-Statements	<b>Options</b>	
<b>Personal</b>	Account	Display	Alerts	Mobile Settings

**Modify Personal Settings** ?

Current Email Address:

Change Email Address:

Reenter New Email Address:

PASSWORD Reset Question:

PASSWORD Reset Answer:

## Mobile

Accounts	Bill Payment	E-Statements	<b>Options</b>	
Personal	Account	Display	Alerts	<b>Mobile Settings</b>
Web Mobile Settings				

**Mobile Web Settings** ?

Enable web access for your mobile device

Receive Text Message Alerts

\*\*Standard wireless carrier charges apply\*\*

Mobile Phone Number

**Step 1:** Click **Forgot your password?** on the login screen.

Web

Login to POP 

**Please verify your personal image!**  
For security purposes, each time you login, verify the image on the left is the image you selected as your Personal Identification Image.



If you have not set up your Personal Identification Image, a random image will appear. When you login, you will be prompted to select an image.

POP ID: POP ID

POP PASSWORD:

[Forgot your password?](#)

Mobile

*Peoples Community Bank*

Peoples Community Mobile Banking ID

Peoples Community Mobile Ban... [Forgot?](#)

**Step 2 (Mobile only):** Click **Send me an email** or **Send me a text message**.

[Forgot my password](#)

How would you like to receive the security code to reset your password?

@ Send me an email

Send me a text message

I already have a security code

**Step 3:** Enter your POP ID, email address, and email subject. If you selected **Send me a text message** on the mobile app you will enter your phone number instead of your email address. Click **Continue**.

Web

PASSWORD Page Self Reset ?

Please enter your POP ID

E-mail Address on file

E-mail Subject  [What's this](#)

Mobile

*Peoples Community Bank*

*Peoples Community Bank*

Reset your password via email

Reset your password via text message

<input type="text" value="Peoples Community Mobile Banking ID"/>	<input type="text" value="Peoples Community Mobile Banking ID"/>
<input type="text" value="Email on file"/>	<input type="text" value="Phone number on file"/>
<input data-bbox="99 1024 724 1087" type="text" value="Message subject"/> ⓘ	<input data-bbox="740 1024 1367 1087" type="text" value="Message subject"/> ⓘ
<input type="button" value="Back"/> <input type="button" value="Continue"/>	<input type="button" value="Back"/> <input type="button" value="Continue"/>

**Step 4:** You will receive either an email or text message that includes the Message Subject you entered in the previous step. If you are resetting your password via email, you will click the “[click here](#)” link located in the email. If you are resetting your password via text message you will need to key in the security code from your text message into the mobile app and tap Submit. If your email or text message does not have the same Message Subject you entered in the previous step please contact us.

Web

You have requested that your POP PIN be restored. To confirm this request, please [click here](#). This link will be valid for 2 hours.

Mobile

 Open messaging app

Request a new code

**Step 5:** Enter the answer to the secret question you have set up. The answer is case sensitive. Web users will also need to enter their POP ID or alias. Click **Continue/Submit**.

Web

PASSWORD Self Reset

Please enter your POP ID \*

Please enter your answer for : \*

Mobile

## Reset Password Question

**Step 6 (Web Only):** Click on **Go to Login Page** and enter your POP ID. Click Submit. Enter the temporary POP PASSWORD. This will be the last 4 digits of your social security number.

Web

PASSWORD Self Reset

Your PASSWORD has been reset to your original PASSWORD. Click below to log in.

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POP ID:

**Step 7 (Web Only):** Enter the temporary POP PASSWORD. This will be the last 4 digits of your social security number.

### Web

Login to POP 

**Please verify your personal image!**  
For security purposes, each time you login, verify the image on the left is the image you selected as your Personal Identification Image.



If you have not set up your Personal Identification Image, a random image will appear. When you login, you will be prompted to select an image.

POP ID: POP ID

POP PASSWORD:

[Forgot your password?](#)

**Step 8:** Enter your current/original password and then pick a new password. When finished, click **Continue/Submit**. Your password will now be changed to the new password you entered.

### Web

Select a new Password for future access to this service.

Change your POP PASSWORD (required):

Enter your current PASSWORD \*  

Enter your new PASSWORD \*  

Reenter your new PASSWORD \*  

### Mobile

Change Credentials 

Original PASSWORD

New PASSWORD

Re-enter PASSWORD