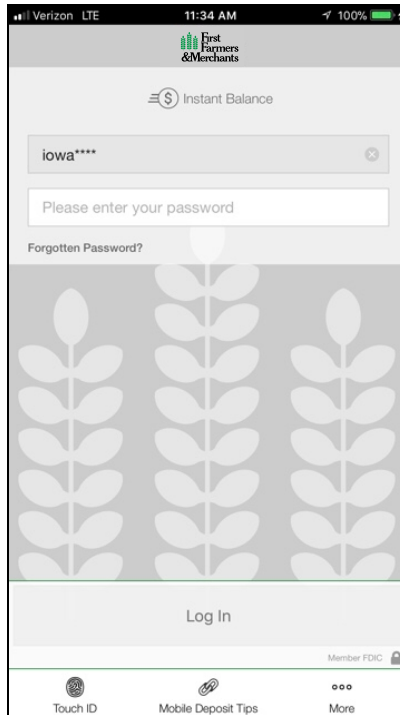


## Online Banking Password Reset from a Mobile Device

Follow the steps below to reset your password from a Mobile Device.

1. Click the Forgotten Password link from the home screen of your Mobile Banking app.



2. Enter your username, the last 4 digits of your Social Security Number and the email address associated to your online banking account. Click Reset password. You will be redirected to the Mobile Banking login screen.

A screenshot of the 'Forgot password' screen in the mobile banking app. The status bar at the top shows Verizon LTE, 11:34 AM, and 100% battery. The app header includes the logo and a 'Login' link. The main heading is 'Forgot password'. Below the heading is a paragraph of instructions: 'Please provide the information below to verify your identity in order to create a new password. A temporary password will be sent to your email address. Enter your Username and temporary password and you will then be prompted to set a new password. Three unsuccessful attempts will result in your account being locked. Please contact the Help Desk at 866-733-3444.' There are three text input fields labeled 'Username', 'Last 4 digits of SSN', and 'Email address'. At the bottom, there are two buttons: 'Cancel' and 'Reset password'.

3. An email containing a temporary password will be sent to the email address you entered. Use this temporary password along with your username on the Mobile Banking login screen.
4. After entering your username and the temporary password, you will be prompted to establish a new password. Create a new password that meets all of the criteria displayed on the screen.  
\*Note – you will receive an automated email from FF&M Help Desk letting you know the password has been reset. Click Continue and you will be redirected to the Mobile Banking login screen. Enter the username and the new password you just established to get logged in.

Verizon LTE 11:37 AM 100%

First Farmers & Merchants Login

### Establish credentials

Username  
iowagolfer

Your new password must include:

- Between 12 and 17 characters
- At least 1 number
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 special character

New password

Confirm password

Continue

