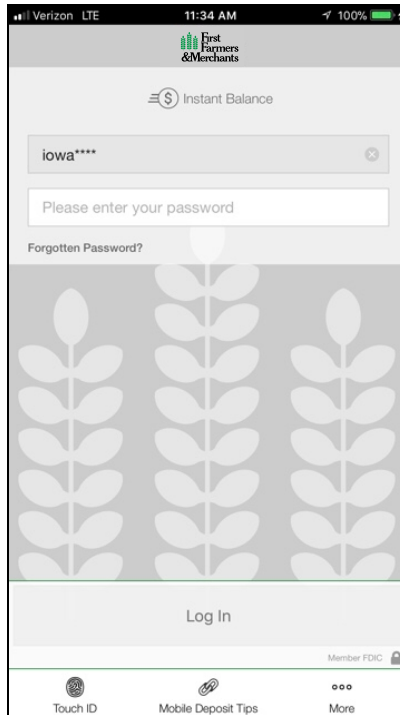


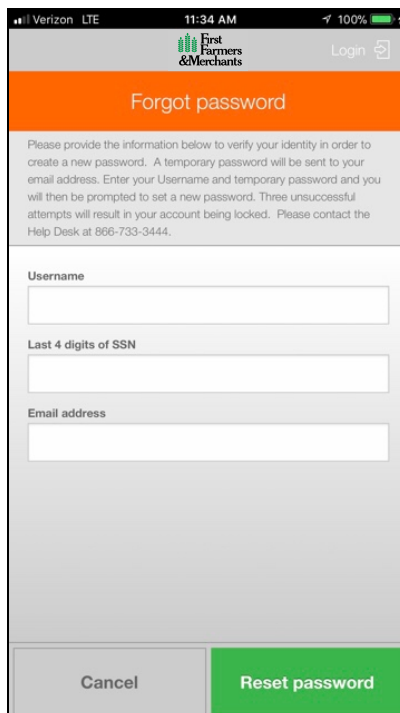
## Online Banking Password Reset from a Mobile Device

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.



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.

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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**

