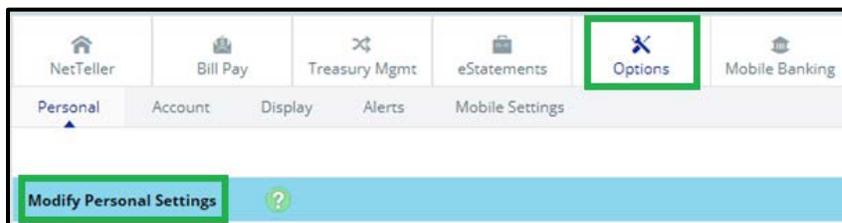


Password Self Reset Guide

All Treasury Management users have the ability to reset their own passwords. Follow the steps below to enable and use this feature.

1. First, a *Password Reset Question* and a *Password Reset Answer* must be established by logging into online banking and clicking on the *Options* tab.
2. In the *Modify Personal Settings* section, complete the two required fields, then scroll to the bottom of the page and click *Submit*.



The screenshot shows the online banking navigation menu. The 'Options' tab is highlighted with a green box. Below the menu, the 'Modify Personal Settings' link is also highlighted with a green box.

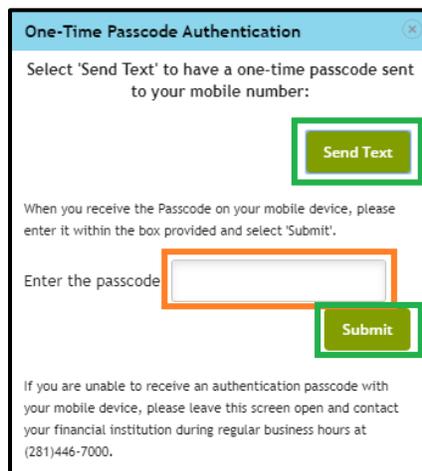


The screenshot shows two input fields for setting up password reset information. The first field is labeled 'Password Reset Question:' and the second is labeled 'Password Reset Answer:'.



A green 'Submit' button is shown below the input fields.

- a. Note: You may be prompted with a *One-Time Passcode Authentication* to send a text to your cell phone. You will need to click *Send Text*, enter the 4-digit passcode you received into the passcode field, and then click *Submit*.



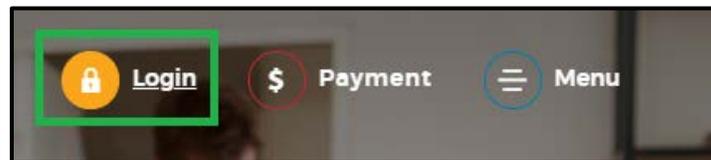
The screenshot shows the 'One-Time Passcode Authentication' screen. It prompts the user to 'Select 'Send Text' to have a one-time passcode sent to your mobile number:'. A green 'Send Text' button is highlighted. Below this, it says 'When you receive the Passcode on your mobile device, please enter it within the box provided and select 'Submit''. A text input field for the passcode is highlighted with an orange box, and a green 'Submit' button is highlighted below it. At the bottom, there is a note: 'If you are unable to receive an authentication passcode with your mobile device, please leave this screen open and contact your financial institution during regular business hours at (281)446-7000.'



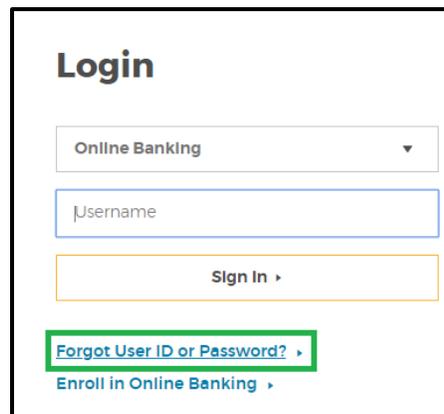
3. You should see an *Information Message* at the top of the page informing you that the personal Question/Answer has been created.



4. To reset your password, go to www.tcbssb.com and click on the *Login* option.



5. Click on the *Forgot User ID or Password* link.



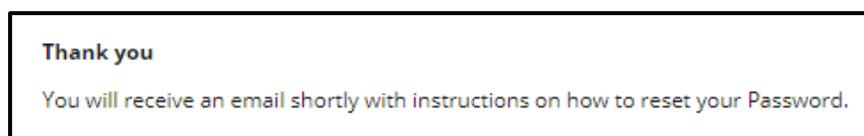
6. Complete the fields and click *Continue*. You should see a confirmation page informing you that you will receive an email with instructions on how to reset your password.

Please enter your Online Banking ID

Email Address on file

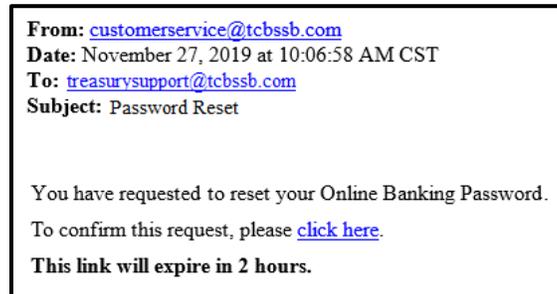
Email Subject [What's this](#)

Cancel Continue

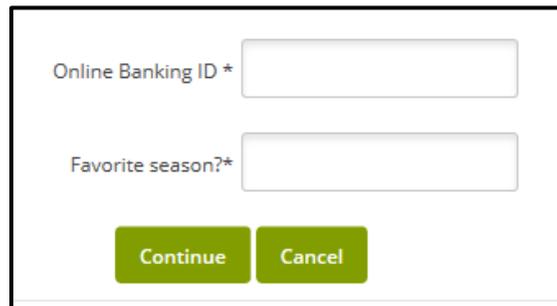




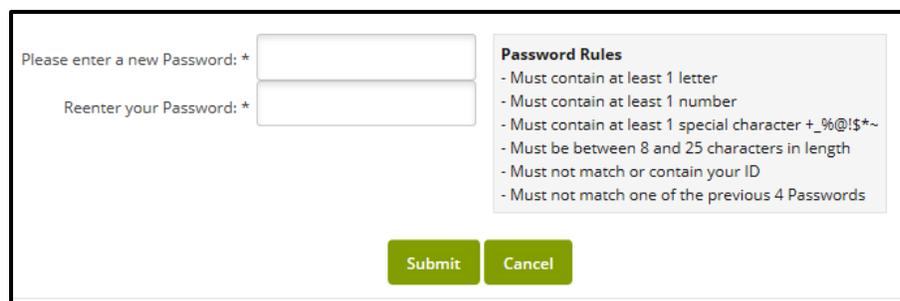
7. You will receive an email from customerservice@tcbsb.com with a link to reset your password.
 - a. Note: The link will expire after 2 hours.



8. Click on the link in the email to go to the website. You will be prompted to enter your *Online Banking (User) ID* and your *Password Reset Answer*. Click *Continue*.



9. Establish a new password, then reenter to confirm. Click *Submit*.



10. You will receive a confirmation that your password has been changed successfully.

