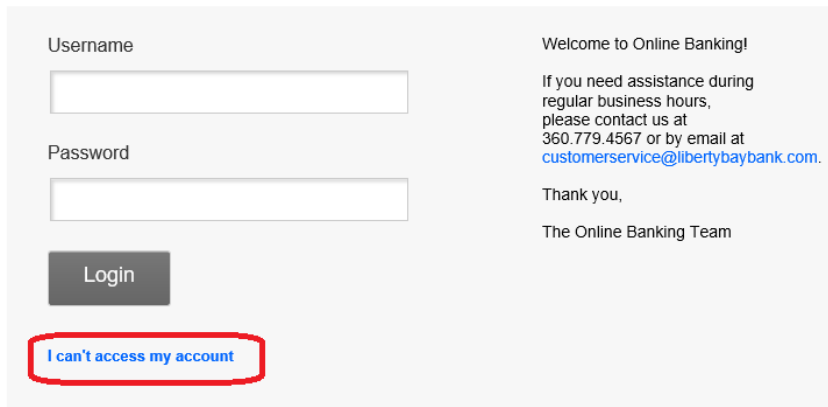


Reset Password Introduction

Have you ever forgotten your password or locked yourself out? “I can’t access my account” is a feature that you may have noticed in our online banking login homepage which allows you to reset your password in the event you are locked out of online banking without having to call us.

Log in to my account



Username

Password

Login

[I can't access my account](#)

Welcome to Online Banking!

If you need assistance during regular business hours, please contact us at 360.779.4567 or by email at customerservice@libertybaybank.com.

Thank you,
The Online Banking Team

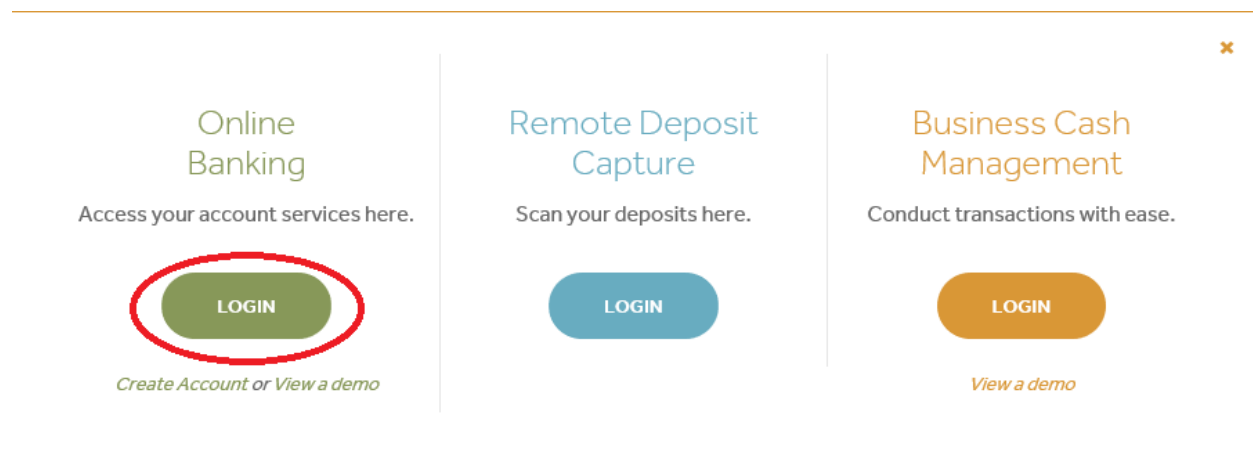
This service is free, but in order to use this feature, you must first activate it. Here's how.

Activate

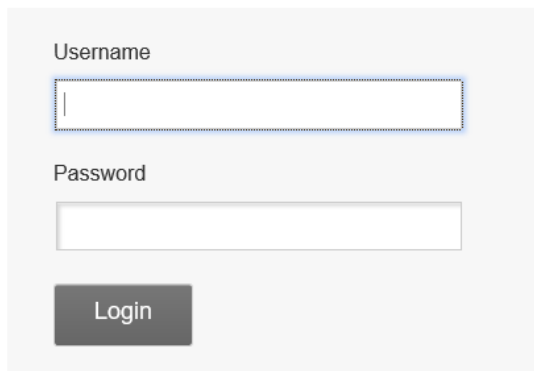
Activating the reset password is easy and takes a minute. Follow these steps:

Step 1 - Login

Go to our website: libertybaybank.com, and from any page at the top select “Login”. From there our login selection will open to:



Log in to my account



Username

Password

Login

Enter your credentials

Step 2: Set up Security Settings

From the main screen, select “My Settings” located at the top of the page.

Notifications **6** **My Settings** Help | Support | Logout

Scroll down to Security Options, select “Edit”

Security options | [Edit](#)

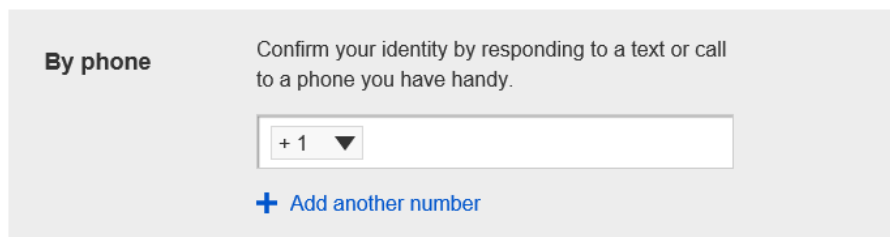
Step 3: Delivery Options

Phone: In the “By Phone” section, enter your phone number. If you would like the option to receive the one-time passcode (OTP) via text, enter your cell number here and then follow the next step to enable text message delivery option.

Or if you only want to receive the OTP via voice, then select “Save” after you’ve entered the phone number.

Confirming your identity

If we do not recognize your computer or device, we confirm your identity by one of the methods below.



By phone

Confirm your identity by responding to a text or call to a phone you have handy.


+1

[+ Add another number](#)

To receive the OTP via text, select “Enable for text”. You will have to retrieve the code from your phone and enter in the box indicated.

Security options | [Edit](#)


(360)xxx-xxxx | Enable for text ^

Mobile carriers require us to confirm your phone can receive text messages. 

We just sent a message to (360) xxx-xxxx
Enter the code below.

Didn't get the code? [Text me again](#)

Message and data rates may apply for text option. For help or information send "help" to 44833. To cancel at any time send "stop" to 44833. By clicking Text me button you agree to the Terms and Conditions and Privacy Policy.

 [Show the Terms and Conditions and Privacy Policy](#)

Congratulations! You have activated the self-service Reset Password feature for your online banking. Now how does it work?

Reset Password Procedure

Now that you have activated the service you can select “I can’t access my account” from the online banking login screen in the event you are locked out of online banking.

Follow these steps to reset your password:

Step 1: “Can’t Access your Account?”

Enter your phone number and username, then select “Send me a new password”

Can't access your account?

Just provide the following information and we'll send you a new password.

Phone number
This phone number must be already added to your account.

+1 ▼ (xxx) xxx-xxxx

Username
Enter username

[Go back to login](#)
[I forgot my username](#)

Send me a new password

Step 2: “Temporary Password”

You will receive the 6-digit password, enter it in the box below. Write it down, because you will need it in the next step too. Select confirm.

Can't access your account?

We just sent you a new password at (360) xxx-xxxx

Enter the password we sent you

Confirm

Didn't receive the password? [Send it again](#)

[Go back and try a different number](#)

Step 3: “New Password”

Re-enter the temporary password. Pick a new password following the password requirements.

Success! You need to change your password.

Current password

SHOW

New password

SHOW

Retype password

SHOW

► Minimum of six characters

► Use a mix of letters, numbers or symbols

► Passwords must match

Update password

Your password was
updated successfully.

OK

Congratulations! Your password has been successfully reset and you can now access your online banking with your new password.

Please contact Liberty Bay Bank with additional Reset Password or Online Banking questions via email at customerservice@libertybaybank.com or by phone at (360) 779-4567, Monday – Friday, 9:00 a.m. – 5:00 p.m. (PST).