

## Online Banking Login Help

If you currently have a Suzie Teller PIN, you can use your account number and PIN to log into Online Banking. You will be prompted to create a username and password for Online Banking (see below).

## Creating A Username & Password

You'll be prompted to take these two steps the first time you login to Online Banking:

### Step 1: Create a secure Username & Password

Number only usernames and passwords are not allowed. The system will review your username and password and prompt you to create a new username, password or both.

#### Usernames:

- Must be at least six characters long
- Must contain one letter
- Can contain letters, numbers and the following special characters: @\$\*\_-=.!~
- Cannot contain any whitespace (spaces are not allowed: including before, in the middle of, or after the username)

#### Passwords:

- Must be at least six characters long and no longer than 32 characters
- Must contain characters from at least two of the following three categories: letters, numbers, any special character
- Cannot contain any whitespace (spaces are not allowed: including before, in the middle of, or after the password)
- Cannot use your username as any part of your password

### Step 2: Obtain an Access Code

You will be asked to provide a phone number where you can immediately receive an access code via text and/or automated voice message. A new access code will be required each time you log in on a computer or mobile device not recognized by the system.

**Please note...**you can ask the system to remember your computer or mobile device so you do not need to repeat this step every time you log in. However, you will need a new access code for each computer/mobile device not recognized by the system.

You may use the "My Profile" link within Online Banking to change your username or password anytime you wish.

## Online Banking Username/Password Reset

If you have forgotten your Online Banking username or password, or received a lock-out message, you may use the "Forgot/Reset Password" link located in the Online Banking login section of the home page. This feature will allow you to reset your username or password yourself. If you need further assistance, please call 1-219-769-1700. They are available from 8:00 am to 6:00 pm Monday through Friday and 8:00 am to 1:00 pm on Saturday.