



Reset your Online Banking Password

1. If you have lost your online banking password, you can reset it using the Forgot Password option at the Log-In screen. At the log in screen, enter your Login ID, check box next to “**Forgot Password?**” and click Login.

Login ID:

Password:

Forgot Password?

First Time User?

2. You will be required to get a Secure Access Code to verify account ownership. The system can send a secure code to you by phone or email. Select a delivery option and press continue.

Forgot Your Password?

Please choose where you would like us to deliver your Secure Access Code from your contact preferences below. You will be required to enter the delivered access code on the next page, and will then be prompted to create a new password.

I already have a Secure Access Code

(409) 948 - 1993

(409) 948 - 3005

techsupport@texasfirstbank.com

Secure Access Code delivery generally takes less than a few minutes, depending on contact channel. However, during times of high system usage, delivery may take longer.

If your secure contact information is not current, please call your banking center to have it updated.

3. When you have your 8-digit secure code, type it in to the Secure Access Code field and click Continue.

Enter Delivered Secure Access Code

Once you receive your Secure Access Code, enter it below.

Secure Access Code *

If you close your browser prior to entering your code, you may return to this page by selecting the 'I already have a Secure Access Code' option from the delivery selection screen. NOTE: Secure Access Codes are only valid for a limited time, and cannot be reused. If your code has expired, you must restart the log on process.

A secure code is only valid for 15 minutes. Do not save it for future use.



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4. You will now be able to change your password. Choose a new password and type it in to the New Password and Confirm Password fields, then click Submit Password Change.

✓ Login | ✓ Select Delivery | ✓ Enter Access Code | **Create Password**

Change Your Password

You must change your online banking password using the fields below. Type in your old password and your new password twice for confirmation.

Change Password

Old Password *

New Password *

Confirm Password *

Password Requirements

Your password must meet these requirements:

- Must be at least 5 characters
- Cannot be more than 15 characters
- Must contain at least one number

Note: Fields marked with a * are required fields that must be provided.

Please note that the Old Password field is not required. It is disabled to prevent you from typing in it.

5. After the password change is completed, the site will take you to the Account Overview page. The password you entered on the screen above will be your password from now on.