Business Online Banking Password Reset

Password Guidelines & Best Practices

Your password is your confidential code for accessing your account information and it should not be shared with anyone. Your password can include:

- Lowercase letters (a-z)
- uppercase letters (A-Z)
- Digits (0-9)
- Symbols (`~!@#\$%^&*()_+-=|:;'?,./)

Your password must be between eight (8) and thirty-two (32) characters.

It is strongly recommended you create a password as random as possible for optimal security.

Changing Your Password

You can change your password while logged into NB Business Online Banking by visiting the **Service Center**, and selecting **Change Password** in the **My Profile** menu.

If you forget your password, you can follow these steps:

1. Click **Forgot your password?** located on the Online Banking login screen:

NB Ne	edhamBank-	
Please enter your User ID)	?
User ID		
Remember my user II	Continue	
Forgot your password? Supported Browsers	Register - Business Sign In Problems FAQ	

2. You will be prompted to enter your User ID and email address:

		_
Forgot Password	? 📀	
Please enter the information below. All fields requ	ired.	
Lines ID		
User ID		
Email Address		
Submit Cancol		
Submit Cancer		
Your password is your confidential code for accessing your acc	count	
information and it should not be shared with anyone. Your pass	word can	
include lowercase letters (a-z), uppercase letters (A-Z), digits (0	-9), symbols	
[~:@#\$%*&`(]_+.= ;; :,], and must be between eight (8) and th characters. You should make your password as random as pos	inty-two (32) sible.	
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3. Next, answer the 2 security questions presented to verify your identity:



4. Once your identity has been verified, you will then be able to create a new password.

Request to Have an Administrator Change Your Password

An online banking administrator at your company can also unlock your user id and provide a temporary password.

Please reach out to the Business Online Banking team at **781-474-5803** if you need additional assistance with logging in to Business Online Banking