

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.

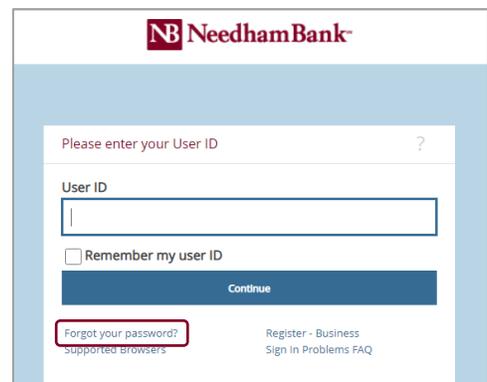
It is strongly recommended you create a password as random as possible for optimal security.

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.

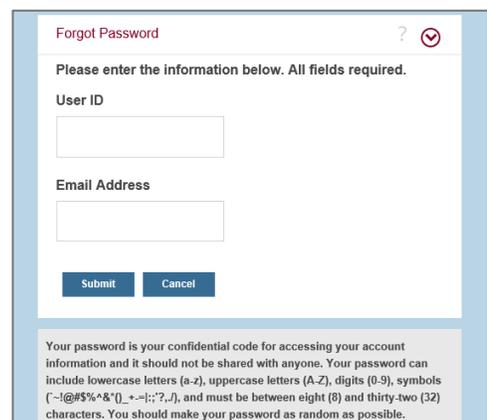
If you forget your password, you can follow these steps:

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

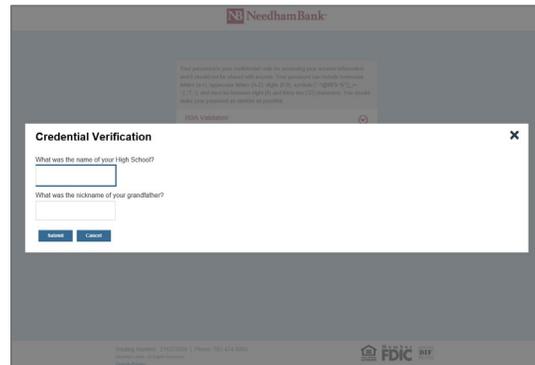



The screenshot shows the Needham Bank login page. At the top is the logo. Below it is a form with a 'Please enter your User ID' label and a search icon. There is a 'User ID' input field, a 'Remember my user ID' checkbox, and a 'Continue' button. At the bottom, the 'Forgot your password?' link is highlighted with a red box. Other links include 'Register - Business' and 'Sign In Problems FAQ'.

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



The screenshot shows the 'Forgot Password' screen. It has a title 'Forgot Password' and a search icon. Below is the instruction 'Please enter the information below. All fields required.' There are two input fields: 'User ID' and 'Email Address'. At the bottom are 'Submit' and 'Cancel' buttons. A footer contains the password guidelines text.



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