# 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.
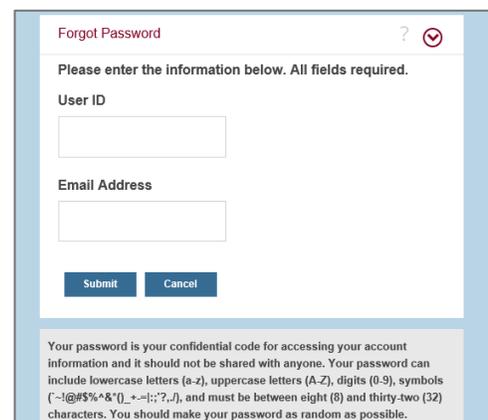
## Changing Your Password

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.

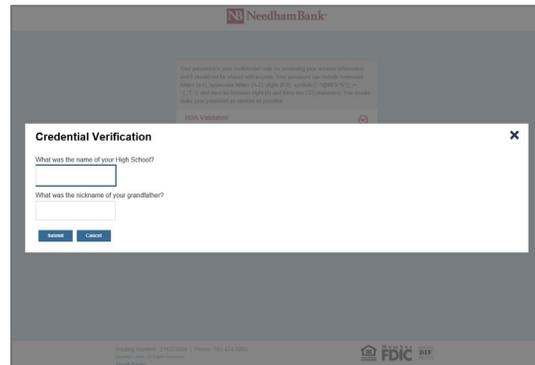If you forget your password, you can follow these steps:

1. Click **Forgot your password?** located on the Online Banking login screen:
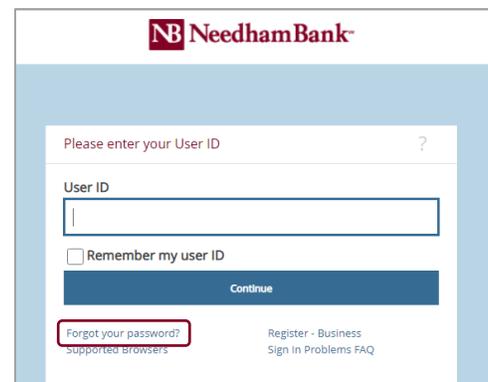
2. You will be prompted to enter your **User ID** and **email address**:

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