

Online Banking Business User Guide

Reset Sub-User Password

In the Business Admin Widget, go to the Users tab and **select** the sub-user from the user list. Click the **Edit icon** (pencil) next to the **Reset Password** section. Explain why the sub-user's password is being reset and click **Save Changes** to send the sub-user a temporary password.

****Please Note:** A disabled sub-user account cannot be used and will not allow you to reset the password. If the sub-user status is Frozen, you must change it to Active before resetting their password.**