



LINCOLN SAVINGS BANK

LSB FINANCIAL

RESEND PASSWORD DIRECTIONS

This will allow you to change your password without calling customer service. This is especially useful during non-business hours. You will find the Resend Password option on the login page.

OnLine Banking ID

OnLine Banking PIN

[Resend Password](#)

In order to use this feature, you must do the following:

- 1 Once you are logged into Online Banking, you must go to the **OPTIONS** screen. Make sure that your email address is correct. This is the address where you will receive instructions on how to get a new password/pin.
- 2 You must enter a **PASSWORD RESET QUESTION** and **PASSWORD RESET ANSWER**. *Example may be: What is the name of my favorite dog? ANSWER: Bitsy*

1 **Current Email Address:**

Change Email Address:

Reenter New Email Address:

2 **Password Reset Question:**

Password Reset Answer:

Once the above steps have been completed, you may take advantage of the **RESEND PASSWORD** feature within LSB's Online Banking system by doing the following:

At the logon page, point to **Resend Password** and provide the information that is being requested and press **Submit**. The online banking ID can be the 7090 number or the alias that you set up. The email address must match the one that you set up in options.

OnLine Banking ID

OnLine Banking PIN

[Resend Password](#)

OnLine Banking ID _____

E-mail Address On File _____

E-mail Subject _____

[what's this](#)

You will receive a system message immediately



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Information Message:

Thank you. You will receive an e-mail shortly with instructions on how to reset your PIN.

An email will be received by you at the email address you provided. Please note this email will only be valid for 2 hours. Follow the directions in the email. After you [CLICK HERE](#), you will be requested to enter your OnLine Banking ID and answer your personal question. The answer must match what you set up in the options screen.

You have requested that your OnLine Banking ID PIN be restored. To confirm this request, please [click here](#).

This message was sent on Tuesday, December 02, 2008 3:15:04 PM. This link will be valid for 2 hours.

If you entered the OnLine Banking ID and answered the personal question correctly you can now enter a new PIN:

OnLine Banking ID _____

What is the name of your favorite dog? _____

Please enter a new PIN _____

Reenter your PIN _____

If you try and go back to re-open the email and do [CLICK HERE](#) again, the following message will be returned.

Information Message:

The emailed link that you clicked on has either expired (links are only valid for 2 hours) or has already been used (a link can only be used one time and is then automatically expired). Either try to reset your PIN again, or contact Lincoln Savings Bank at 18005887551 .