

Resetting Online Banking Password

To be able to reset your online banking password, you must first enter a security question and answer under your options tab of your online banking.

1. After signing into your online banking on a computer, click on the Options tab.
2. Next, enter in a security question. (Ex: What city were you born in? What's your favorite color? What's the name of your first pet?)
3. Then you will type in the answer. It's important to remember how you type it, whether you use caps or not, etc. When you have to reenter this later, it will need to be the exact same way you entered it here.
 - a. Click Submit at the bottom of the page when you are finished.

806 W. 5th | Po Box 226 | Wamego, KS 66547
785-456-2221 / 785-539-8322 / 785-765-2220
customerservice@bankflinthills.com

Selecting an Alternate ID is optional. To select a new Alternate ID, fill in the box with the new ID.
To keep the same Alternate ID, leave the field for the new ID blank.

Modify Personal Settings ?

Current Email Address: ' @gmail.com

Change Email Address:

Reenter New Email Address:

PASSWORD Reset Question:

PASSWORD Reset Answer:

Personal Watermark:  **NOTE: Click on Watermark to change.**

Modify Login Information

4. Once you click Submit, this message will pop up to let you know your question/answer has changed or been created.

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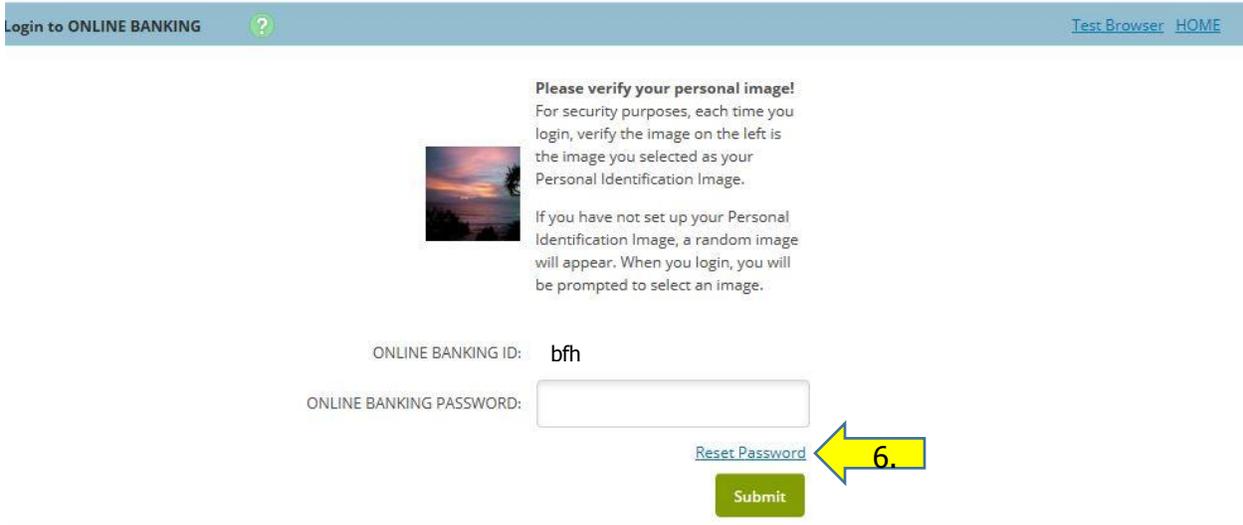
Selecting an Alternate ID is optional. To select a new Alternate ID, fill in the box with the new ID.
To keep the same Alternate ID, leave the field for the new ID blank.

Information Message: Your Personal Question/Answer has changed.

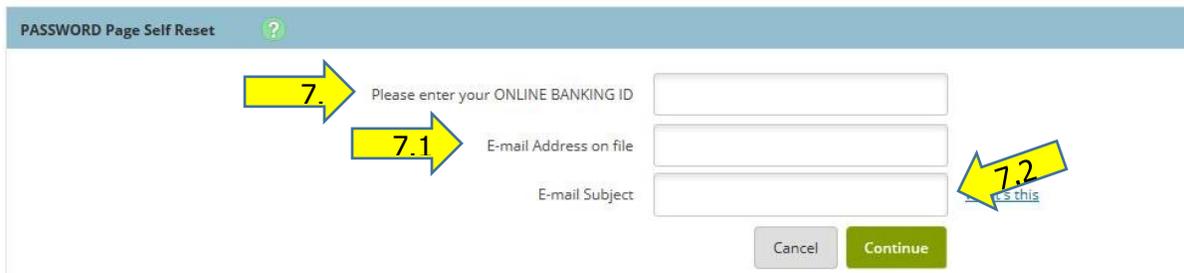
- When you do need to reset your online banking password, go to bankflinthills.com and type in your ID and click Login.



- When you get to the page where you type in your password, you will see the option to reset your password. Click on Reset Password.



- Enter in your online banking ID, the e-mail address you have on file, and an e-mail subject. Your subject line can be whatever you want. This is to help you know what the e-mail is for. (Ex: Password Reset) Click Continue once you are finished.



7. CONTINUED: This message will pop up to let you know an e-mail is on the way. The e-mail can take around five to ten minutes to receive it.

PASSWORD Page Self Reset 

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

8. You will receive an e-mail with a link to click on. Click on the link and you will be redirected to this page. Type in your online banking ID.
9. The next line will list your question for you to answer. Remember to type it in exactly how you answered it when setting up the question.

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PASSWORD Self Reset

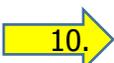
Please enter your ONLINE BANKING ID * 

Please enter your answer for What city were you born in?: * 



10. Once you answer the question correctly, you will be able to change your password.

PASSWORD Self Reset

 Please enter a new PASSWORD: *

Reenter your PASSWORD: *

PASSWORD Rules

- May contain the following special characters +_@!\$*~
- Must be between 6 and 25 characters in length
- Must not match or contain your ID
- Must not match one of the previous 2 PASSWORDs



11. After choosing a new password, this screen will pop up to tell you your password has successfully been changed.

PASSWORD Self Reset

Your PASSWORD has been changed successfully.

[Go to Login Page](#) [Close Browser](#)

