

How to Unlock Users and Change Passwords



To Change a Users Password, log into online banking and go to **Administration > Company Administration**

1. Click on **User ID** to access the **User's Profile**.

CHOICE BANK | Welcome | Reports | Money Movement | Account Services | **Administration**

Company Administration

- Communications
- Company Administration**
- Self Administration
- Service Administration
- Manage mobile banking settings

User Administration

Review the options listed below for available user administration tasks. To quickly entitle a new account for com...

New User

You will have an opportunity to copy an existing user during the process.

[Create New User](#)

Manage Existing Users

To manage a user's profile, roles, service & accounts, system access, or change limits, click on the appropriate user ID.

User ID	First Name	Last Name	Status
JANEDOE	Jane	Doe	Active



[System Access](#)

2. Click on **Edit** icon.

User Profile

To edit the user's profile, click the appropriate edit link. To delete the user, click "Delete User". To modify the user's system access, click the edit link for User Information.

To view a different user profile, return to [User Administration](#).

User Information  

Name: Jane Doe

User ID: JANEDOE

User Status: Active

3. Enter the **new Password**.


Edit User Info


Edit user information and click "Save Changes".

[Return to User Profile](#)

User: JANEDOE (Jane Doe)

User Information

Password (Optional) 

Confirm Password (Optional) 

First Name: Jane

Last Name: Doe

Additional Information (Optional)

☐ User Locked (Optional)

[Save Changes](#) [Cancel](#)



4. Save Changes.

Note: The Users status must be **Active** in order to change passwords. If status is **Locked**, follow the steps below.

To Unlock a User, go to **Administration > Company Administration (Same initial steps as above)**

1. If the **Status** of the User is **Locked**, click on **User ID** to access the **User's Profile**.



Manage Existing Users				
To manage a user's profile, roles, service & accounts, system access, or change limits, click on the appropriate user ID.				
User ID	First Name	Last Name	Status	
JANEDOE	Jane	Doe	Active	System Access
MARKETING	Shelley	Szudera	Active	System Access
PRIMARYADMIN	Primary	Admin	Active	System Access
SALLYSMITH	Sally	Smith	Locked	System Access

2. Click on the **Edit** icon.

User Profile

To edit the user's profile, click the appropriate edit link. To delete the user, click "Delete User". To modify the user's system access, click the edit link for User Information.

To view a different user profile, return to [User Administration](#).

User Information  

Name:

Sally Smith

User ID:

SALLYSMITH

User Status:

Locked

3. **Uncheck** the box for **User Locked**.

Edit User Info

Edit user information and click "Save Changes".

[Return to User Profile](#)

User: SALLYSMITH (Sally Smith)

User Information

Password (Optional)

Confirm Password (Optional)

First Name
Sally

Last Name
Smith

Additional Information (Optional)

☒ User Locked (Optional)

Save Changes

Cancel

4. **Save Changes.**



Questions & Contact Information

If you have any questions regarding adding Users,
please contact your Account Manager or the Cash Management Team

Phone 763.210.7775

Email cmteam@bankwithchoice.com