

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**.

The screenshot shows the CHOICE BANK navigation menu with 'Administration' highlighted. A dropdown menu is open, showing 'Company Administration' highlighted. Below the menu is the 'Company Administration' page with tabs for 'Manage Users', 'Account Information', 'Express Account Management', 'Approval Settings', 'Self Administration', 'Invalid Login Report', and 'ACH File SEC Codes'. The 'User Administration' section is active, showing instructions and a 'Create New User' button. Below is a table of users:

User ID	First Name	Last Name	Status
JANEDOE	Jane	Doe	Active

2. Click on **Edit** icon.

The screenshot shows the 'User Profile' page for Jane Doe. It includes instructions on how to edit the profile and a 'User Information' section with an edit icon highlighted. The user details are:

Name: Jane Doe
User ID: JANEDOE
User Status: Active

3. Enter the **new Password**.

The screenshot shows the 'Edit User Info' form. It includes instructions to edit user information and a 'Return to User Profile' link. The user is identified as 'User: JANEDOE (Jane Doe)'. The form contains fields for 'Password (Optional)', 'Confirm Password (Optional)', 'First Name', 'Last Name', and 'Additional Information (Optional)'. There is also a checkbox for 'User Locked (Optional)'. The 'Save Changes' button is highlighted.



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)

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