

# How to Unlock & Reset Sub User Password – Online Business Banking

1. Navigate to Administration > Add/Change/Remove Users



2. Select the User from the “Current User” drop down list

The screenshot shows the 'Add/Change/Remove Users' form. It has a title bar 'Add/Change/Remove Users' and a subtitle 'Select a user from the drop-down list or New to clear fields and add a new user.' Below the subtitle, there is a 'Current User' dropdown menu with 'TEST123' selected, followed by 'OR' and a 'New' button. The main form area contains five input fields: 'User Name' (Test User), 'User ID' (TEST123), 'User Password', 'Confirm Password', and 'Email Address' (TEST@EMAIL.com). At the bottom, there are five buttons: 'Update', 'Delete', 'Reset', 'List', and 'Unlock User'.

3. At this point if the user knows their password select “**Unlock User**”. If the user needs a complete password reset you will need to unlock the user and set a password using the “**User Password**” and “**Confirm Password**” option. Be sure to click “**Update**” to save your changes.