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

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.