



Single User – Forgotten Password

Password Reset Guide

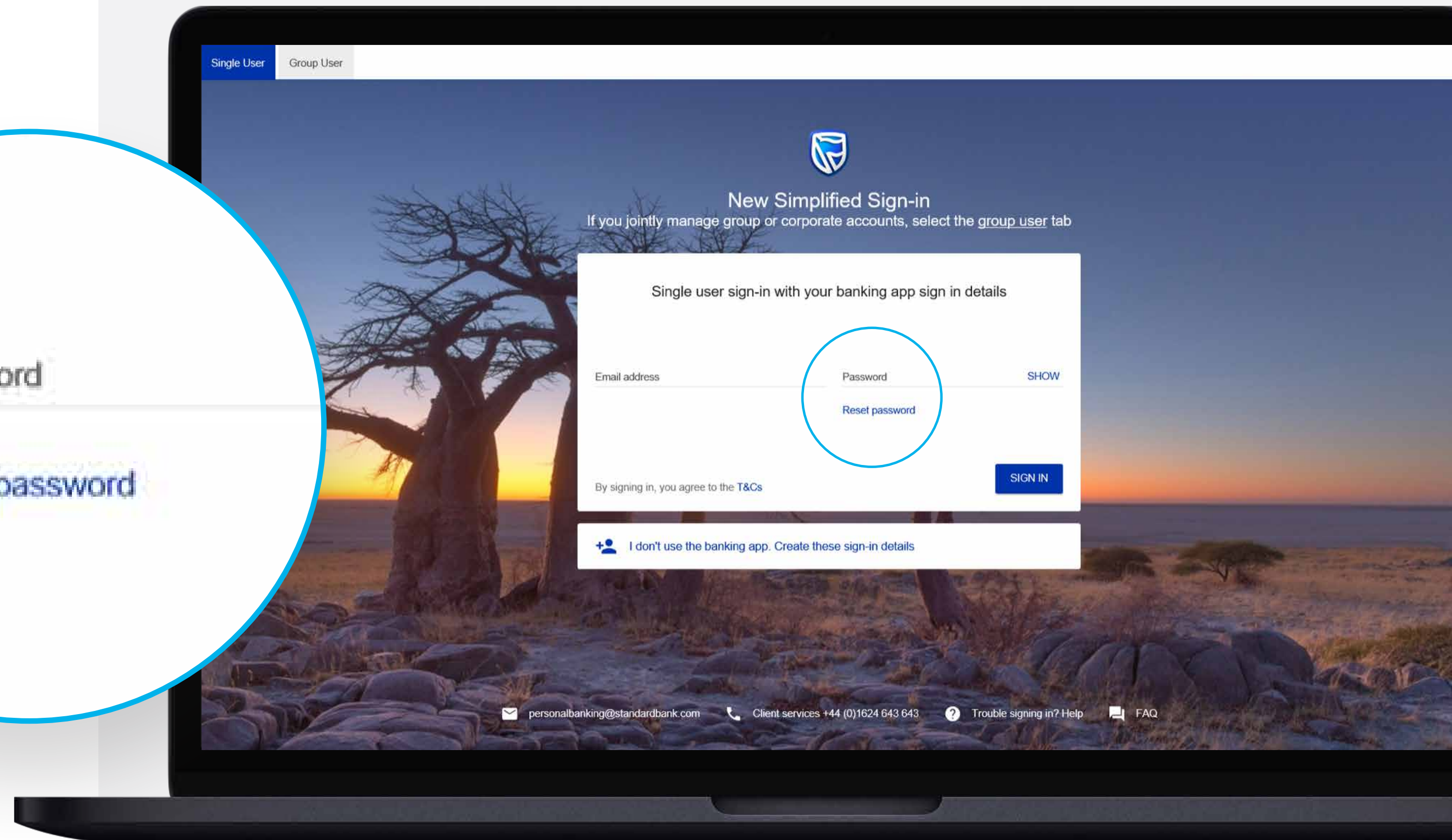
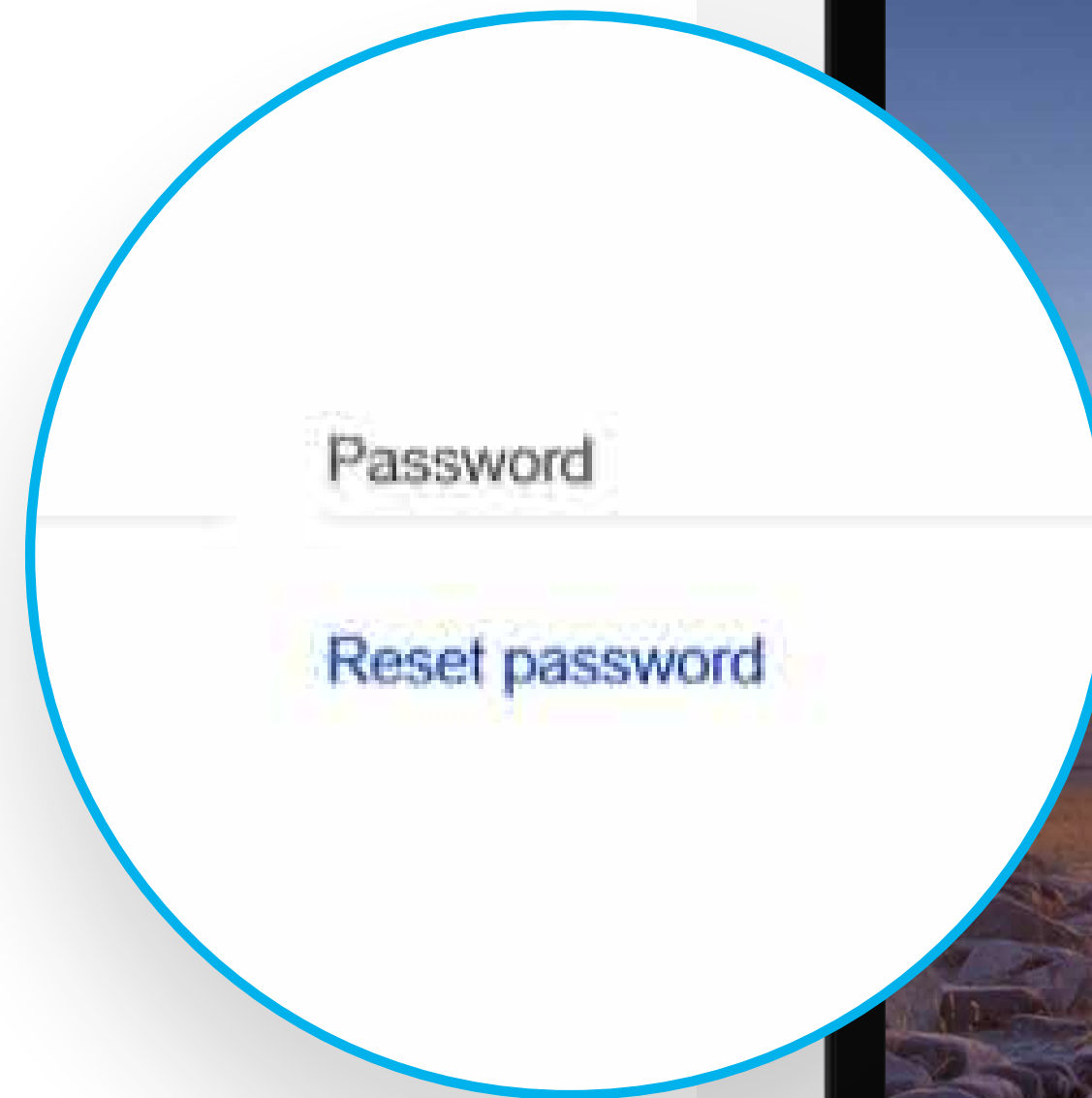
Standard Bank Moving Forward™



1

On the login screen for Single User, click on “Reset Password”.

Found directly below the password input field.



2

Enter the email address used to sign in with.

Reset your password

1 Email — 2 Security — 3 Reset

Email address *

CANCEL NEXT

3

Click on the “NEXT” button.

Reset your password

1 Email — 2 Security — 3 Reset

Email address *

james.brown@standardbank.com

CANCEL NEXT



4

Enter the Internet Client Number, Memorable Date & Password* used to register on old site.

Reset your password

Email Security Reset

Enter your Internet Client Number

Enter your Internet Banking Password [SHOW](#)

Enter your Memorable Date

[Forgotten password or memorable date](#)

[BACK](#) [NEXT](#)

*Click "Forgotten Password or Memorable date" if forgotten. The user will be redirected to the old style password reset.

5

Click on the "NEXT" button.



Reset your password

Email Security Reset

Enter your Internet Client Number

Enter your Internet Banking Password [SHOW](#)

Enter your Memorable Date

[Forgotten password or memorable date](#)

[BACK](#) [NEXT](#)

6

Enter a new password.

Reset your password

Email Security **3** Reset

Password SHOW

BACK FINISH



Ensure it meets the criteria.

Reset your password

Email Security **3** Reset

Password SHOW

Password invalid

- ✓ 8 or more characters
- ✓ 1 or more numbers
- ✓ Uppercase character
- ✓ Lowercase character

BACK FINISH

7

Click "FINISH".

The screenshot shows a 'Reset your password' form with a progress indicator at the top consisting of three steps: 'Email', 'Security', and 'Reset'. The 'Reset' step is highlighted with a blue circle containing the number '3'. Below the progress indicator is a 'Password' input field with a 'SHOW' link to its right. At the bottom of the form are two buttons: 'BACK' and 'FINISH'.

8

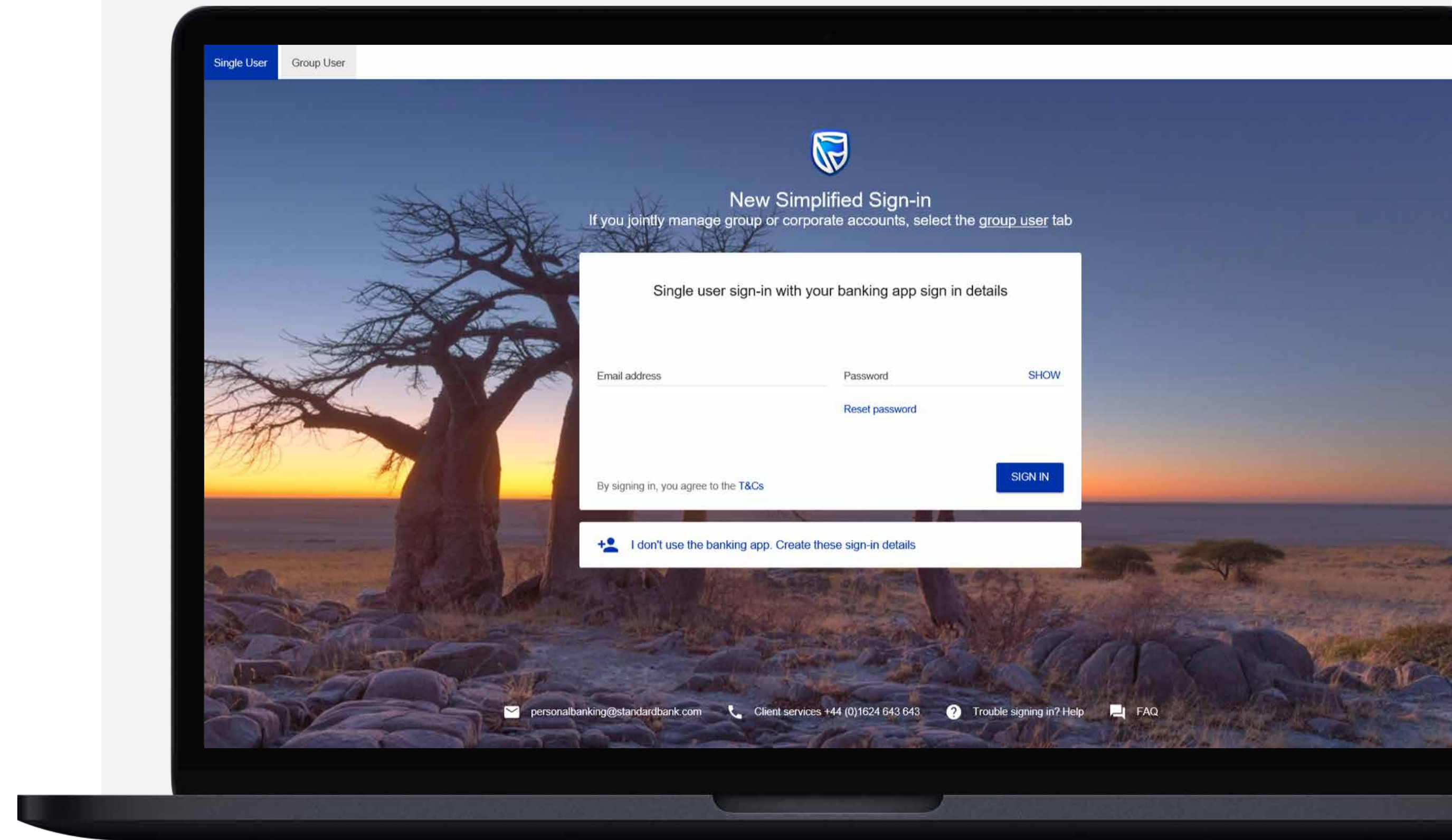


Enter the One-Time-PIN sent to the registered email address, then click "SUBMIT" (will be available once PIN is entered).

The screenshot shows the 'Reset your password' form with a modal overlay titled 'Verification code'. The modal contains the text 'A verification code has been sent to' followed by a blurred email address and a verification code input field. Below the input field is the text 'Your Verification code will be valid for 15 minutes.' and two buttons: 'RESEND' and 'SUBMIT'. At the bottom of the modal is a 'Help' link with a dropdown arrow. The background form shows the 'BACK' and 'FINISH' buttons.

9

The user will be returned to the sign in page to Sign In with their new password.





THANK YOU /

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