

Online Banking Training

## Account Recovery

40 | Internet Solutions - Education





Account Recovery Cont.

- What happens next?
- Existing customers enrolled in 2FA will enter the security code they received via text message on-screen
- Existing online banking users who have not yet enrolled in 2FA will be prompted to complete the 2FA enrollment screens
- Customers without a NetTeller ID on file will be directed to the self-enrollment screen



<

## Account recovery

We need this info to verify your identity.

Enter full SSN and one
full account number

	Social Security number	
N and one	EIN and ITIN are also accepted	
t number	Account number	
A State	Need help?	
	Next	
	La Maria Andrea Andrea	
	The second s	



## Enter verification code

(iii sail)

We sent a code to \*\*\*\*\*\*\*57. If you have the Authy app installed you can get your code there.

Enter code



Didn't receive a code? Resend or Try another way



Enter the security code received via SMS





## Reset Password

Mana and Said

New password

Confirm new password



46 | Internet Solutions – Education