

How to guide

Resetting your password

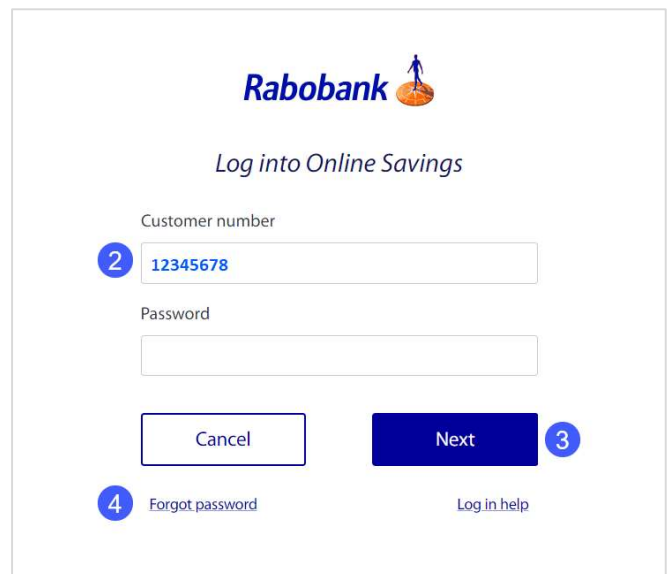
There are slight visual variations for iOS vs Android devices.

Step 1: Navigate to the Internet Banking website login page

Step 2: Enter your customer number for the account you wish to access

Step 3: Click 'Next'

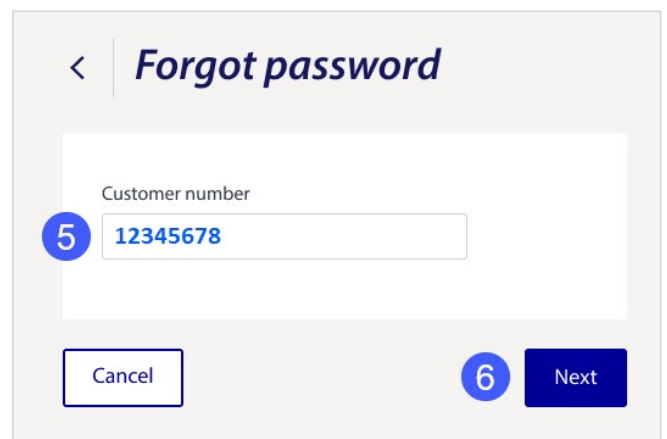
Step 4: Click 'Forgot Password'



The screenshot shows the Rabobank login page for Online Savings. At the top, the Rabobank logo is displayed. Below it, the text "Log into Online Savings" is centered. There are two input fields: "Customer number" and "Password". The "Customer number" field contains the text "12345678" and is marked with a blue circle containing the number "2". Below the input fields are two buttons: "Cancel" and "Next". The "Next" button is highlighted in blue and marked with a blue circle containing the number "3". At the bottom, there are two links: "Forgot password" and "Log in help". The "Forgot password" link is marked with a blue circle containing the number "4".

Step 5: Re-enter your customer number

Step 6: Click 'Next'



The screenshot shows the "Forgot password" screen. At the top, there is a back arrow and the text "Forgot password". Below this, there is a "Customer number" input field containing the text "12345678", marked with a blue circle containing the number "5". At the bottom, there are two buttons: "Cancel" and "Next". The "Next" button is highlighted in blue and marked with a blue circle containing the number "6".

Step 7: Enter your mobile number

Note: Ensure mobile number used matches the last 4 digits shown on your screen.

Step 8: Click 'Next'

< **Forgot password**

Customer number
12345678

Please confirm your mobile number ending with 4442

7 0412345678 / +61412345678

Cancel Next 8

Does the question 'Do you have access to the Secure Code on your device?' appear on your screen?

- If Yes, go to Step 9 or 10
- If No, go to Step 19

Step 9: If you have access to Secure Code on your device, select 'Yes'

- Follow steps 11-18 and 23-26

Step 10: If you do not have access to Secure Code on your device, select 'No'

- Follow steps 11 and 19-26

Step 11: Click 'Next'

< **Forgot password**

Customer number
12345678

Please confirm your mobile number ending with 4442

0412345678 / +61412345678

9 Do you have access to the Secure Code on your device?

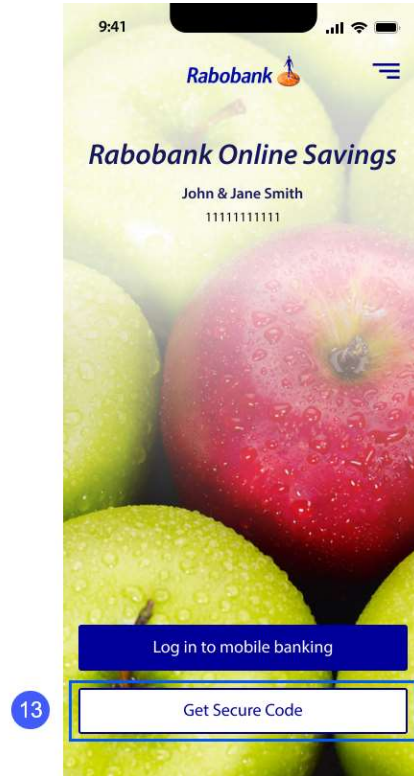
10 Yes / No

Cancel Next 11

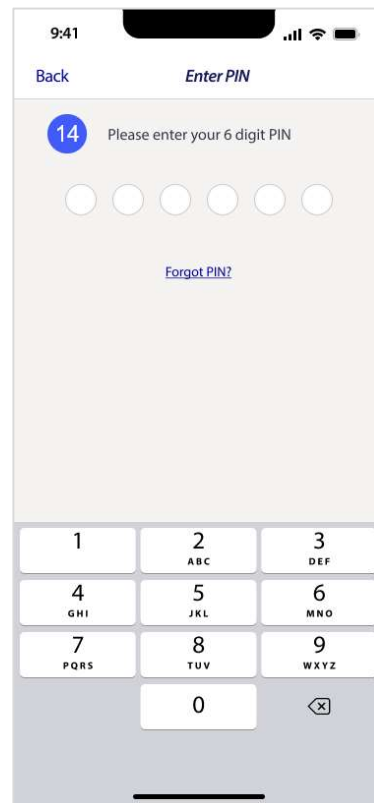
If you have access to your Secure Code

Step 12: Open the mobile app

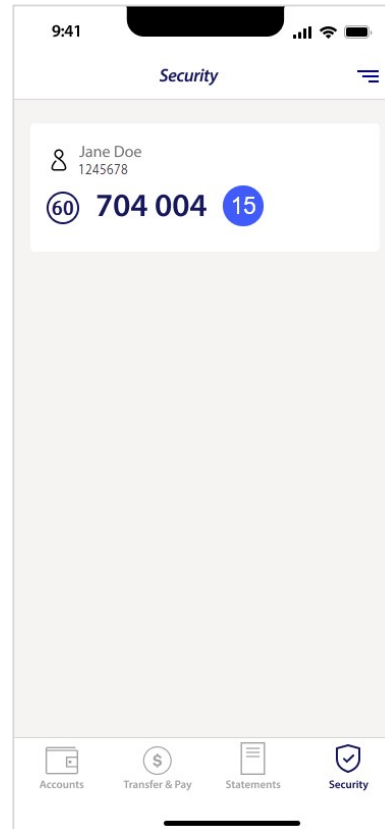
Step 13: Click 'Get Secure Code'



Step 14: Enter the 6 digit PIN



Step 15: View the Secure Code



Step 16: Return back to the Internet Banking website

Step 17: Enter the Secure Code from the mobile app

Step 18: Click 'Next'

Go to Step 23 if you have access to your Secure Code

A screenshot of a "Forgot password" screen. At the top left is a back arrow and the title "Forgot password". Below is a form with several fields: "Customer number" with the value "12345678"; "Please confirm your mobile number ending with 4442" with the value "0412345678 / +61412345678"; a dropdown menu for "Do you have access to the Secure Code on your device?" with "Yes" selected; and "Secure code" with a help icon and the value "704004". A blue circle with the number "17" is next to the secure code field. At the bottom, there are "Back" and "Next" buttons. A blue circle with the number "18" is next to the "Next" button.

If you do not have access to your Secure Code

Step 19: Enter your 'Date of birth'

Step 20: Click 'Next'

The screenshot shows the 'Forgot password' screen at Step 19. The title is '< Forgot password'. There are two input fields: 'Customer number' with the value '12345678' and 'Date of birth' with the value '01/01/1900'. Below these is a confirmation field for the mobile number ending with 4442, with the value '0412345678 / +61412345678'. A dropdown menu asks 'Do you have access to the Secure Code on your device?' with the selection 'No'. At the bottom, there is a 'Cancel' button, a blue circle with the number '19', and a 'Next' button.

Step 21: Please enter the verification code received via text message.

Step 22: Click 'Next'.

The screenshot shows the 'Forgot password' screen at Step 21. The title is '< Forgot password'. The 'Customer number' and 'Date of birth' fields remain the same. The mobile number confirmation field is also the same. A new input field for the verification code is present, with the value '123456'. A link labeled 'Resend code' is located to the right of this field. The 'Do you have access to the Secure Code on your device?' dropdown remains 'No'. At the bottom, there is a 'Cancel' button, a blue circle with the number '21', and a 'Next' button.

Setting the password once you have been authenticated

Step 23: You will now be able to create a new password

Note: Password criteria must be met as shown under Password Rules. As you meet the criteria, it will show a green tick

Step 24: Click 'Confirm' once done

Note: You may receive an error if you are trying to use a password that has been used before

Create password

Password*

23

Confirm password*

23

Password rules

Your password must have the following

- ✓ 8 to 15 characters
- ✓ At least one upper case letter
- ✓ At least one lower case letter
- ✓ At least one number
- ✓ At least one special character
- ✓ The Password and Confirm password must also match


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Step 25: A pop-up will appear to confirm that the password has been reset

Step 26: Click 'Continue' to complete the password reset journey

Note: You will now need to log back in using that newly set password

Password reset successful!



Your password has been changed successfully.
Please login with your new password to continue banking.

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