Updated Password Requirements Instructions

As an added security feature, our passwords will now consist of alpha/ numeric/ and special characters (specifically +_%@!$&*~). Leading and trailing spaces are not allowed. To make it easier to create your password, we have extended the length of the password to 6 - 25 characters.

Password Self-Reset Instruction

The email address, Password Reset Question and Password Reset Answer fields must be complete before the RESET PASSWORD feature will function for the customer. These fields can be modified in the *Options* tab after initial login. Once that has been established, follow these steps:

Main	Bill Payment	Options	
»Personal	Account	Display	Alerts

Use the Personal Question and Answer for the Reset Password feature.

Modify Personal Settings	?

Current Email Address:	jkesler@jackhenry.com
Change Email Address:	
Reenter New Email Address:	
Password Reset Question:	Where do you work
Password Reset Answer:	Jack Henry

Password Self Reset ?

Please provide the following information:

NetTeller ID:	
E-mail Address On File:	
E-mail Subject:	what's this?

Submit Cancel

Step 1. Click *Reset Password* on the login screen.

Step 2. Complete the three fields displayed.
   a. *Netteller ID*: enter your 12 digit Netteller ID or alias
   b. *Email address On File*: enter your email address already entered under the *Options* tab
   c. *Email Subject*: Verbiage to appear in the subject line of the email received by the customer to let them know the email is legitimate and not a scam.

Step 3. Click on *Submit* and a confirmation displays. You will receive an email shortly with instructions on how to reset your password.
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Information Message: **Thank you. You will receive an e-mail shortly with instructions on how to reset your Password.**

Step 4. Email displaying what you entered Step 2 c in subject line is received by customer. Click on the link located in the body of the email.

Password Self Reset Confirmation ?

Please provide the following information:

NetTeller ID:	
college town	

Submit

*Please note that all fields are required.

Step 5. Enter Netteller ID or alias and answer displayed question (answer is case-sensitive) Click *Submit.*

Step 6. Click *Go to Login Page* or *Close Brower*. Your initial pass word will be the last four digits of your social security number. Once you are logged in, you will be required to create a new password.

Need Help or Have Questions

You can contact us by with a secure message by clicking the Message Center tab at the top of your page. We will respond as soon as possible. During bank hours, if you would like to speak to someone, please feel free to contact any of our branches.

Jayhawk Branch	Gage Branch	Silver Lake Branch	Southwest Branch
785-232-0102	785-272-2270	785-582-4651	785-290-2270