

# How to guide

## Resetting your password

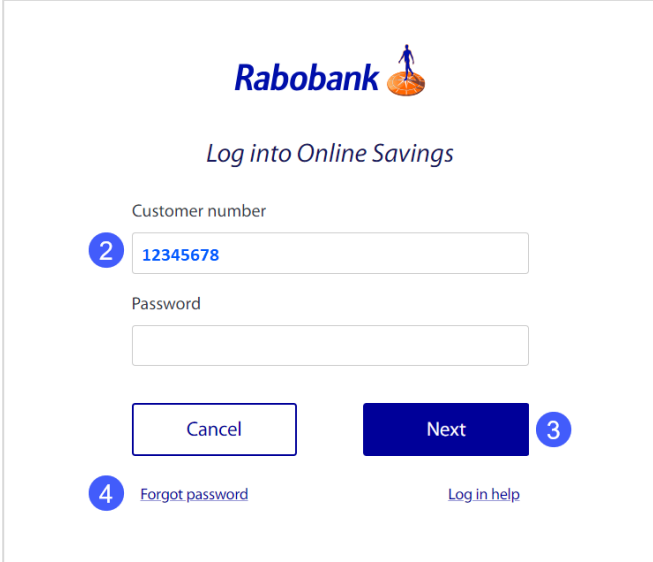
There are slight visual variations for iOS vs Android devices.

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'

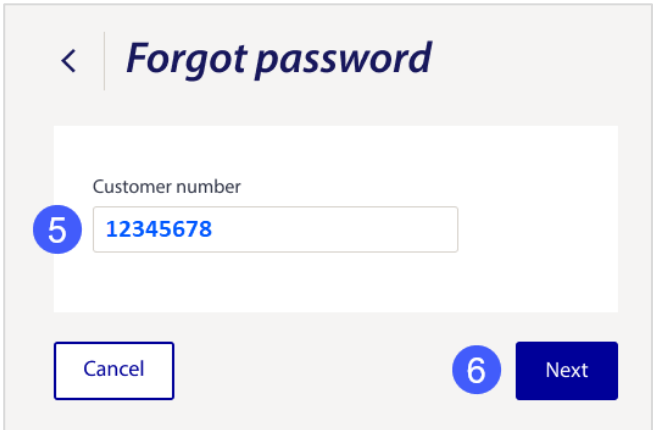
Step 4: Click 'Forgot Password'



The screenshot shows the Rabobank Online Savings login page. 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" with the value "12345678" and "Password" which is empty. Below the input fields are two buttons: "Cancel" and "Next". At the bottom, there are two links: "Forgot password" and "Log in help". Blue circular callouts with numbers 2, 3, and 4 are placed over the customer number field, the Next button, and the Forgot password link respectively.

Step 5: Re-enter your customer number

Step 6: Click 'Next'

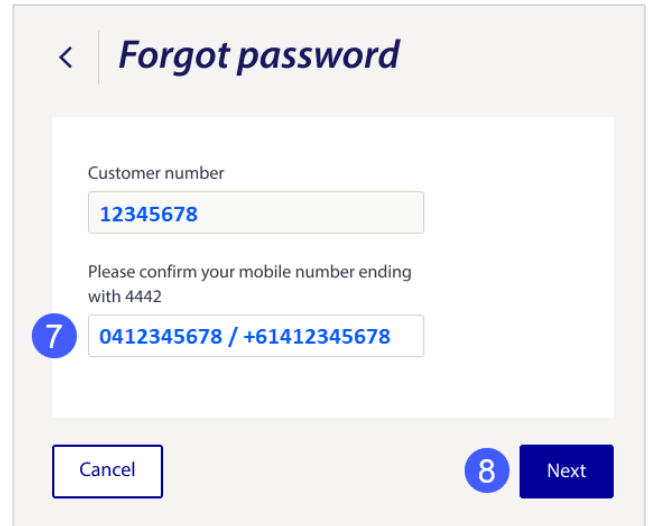


The screenshot shows the Rabobank "Forgot password" page. At the top left, there is a back arrow and the text "Forgot password". Below this, there is a "Customer number" input field with the value "12345678". At the bottom, there are two buttons: "Cancel" and "Next". A blue circular callout with the number 5 is placed over the customer number field, and another blue circular callout with the number 6 is placed over the Next button.

Step 7: Enter your mobile number

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

Step 8: Click 'Next'



The screenshot shows the 'Forgot password' screen. At the top left is a back arrow and the title 'Forgot password'. Below this is a form with two input fields. The first is labeled 'Customer number' and contains '12345678'. The second is labeled 'Please confirm your mobile number ending with 4442' and contains '0412345678 / +61412345678'. A blue circle with the number '7' is positioned to the left of the second input field. At the bottom of the screen, there is a 'Cancel' button on the left and a 'Next' button on the right, with a blue circle containing the number '8' to its left.

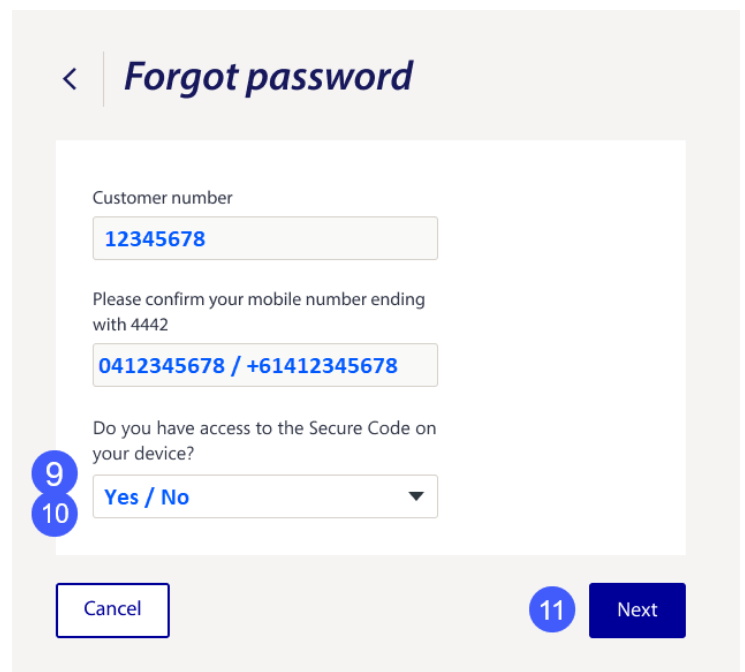
Does the question 'Do you have access to the Secure Code on your device?' appear on your screen?

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'.



The screenshot shows the 'Forgot password' screen. At the top left is a back arrow and the title 'Forgot password'. Below this is a form with three elements. The first is a 'Customer number' input field containing '12345678'. The second is a 'Please confirm your mobile number ending with 4442' input field containing '0412345678 / +61412345678'. The third is a question 'Do you have access to the Secure Code on your device?' with a dropdown menu showing 'Yes / No'. A blue circle with the number '9' is to the left of the question, and a blue circle with the number '10' is to the left of the dropdown menu. At the bottom of the screen, there is a 'Cancel' button on the left and a 'Next' button on the right, with a blue circle containing the number '11' to its left.

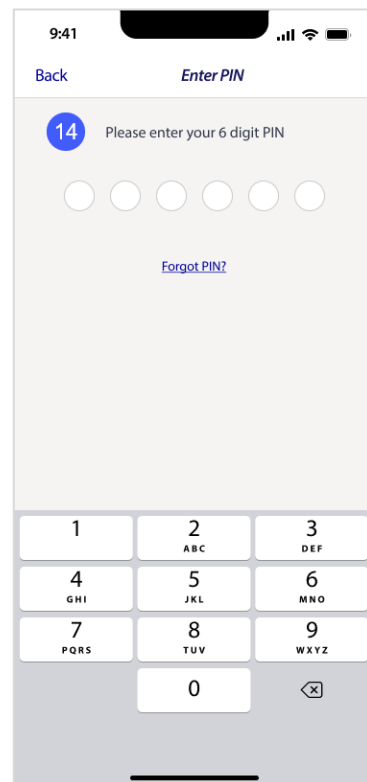
If you have access to your Secure Code

Step 12: Open the mobile app

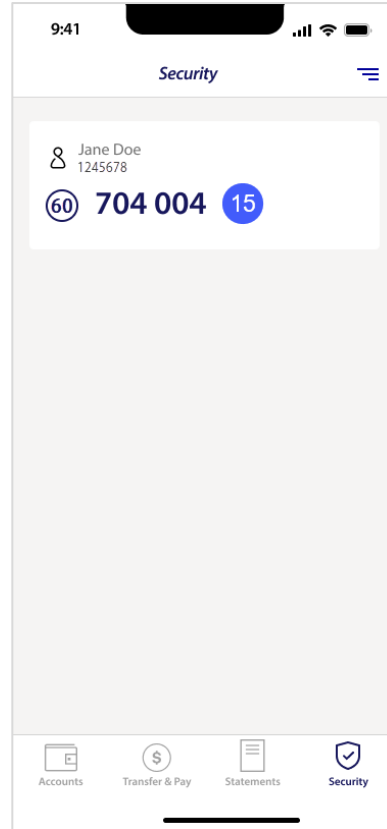
Step 13: Click 'Get Secure Code'



Step 14: Enter the 6 digit PIN



Step 15: View the Secure Code.

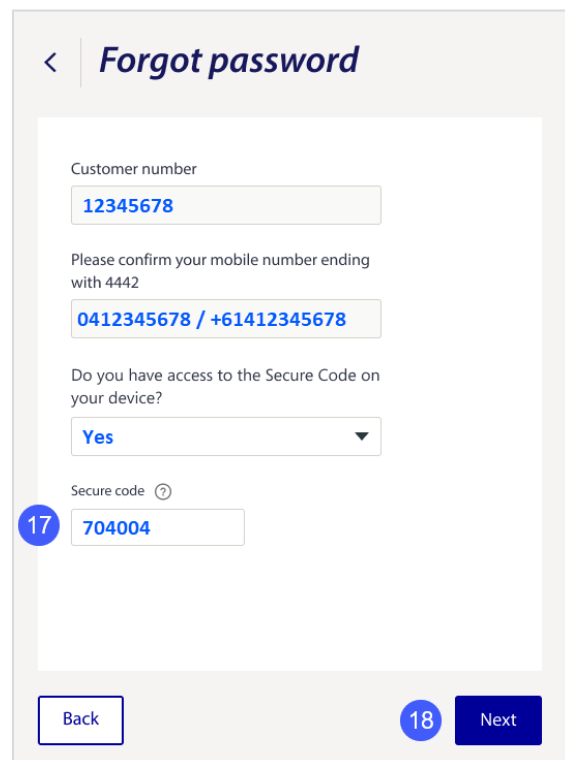


Step 16: Return back to the Internet Banking website

Step 17: Enter the Secure Code from the mobile app

Step 18: Click 'Next'

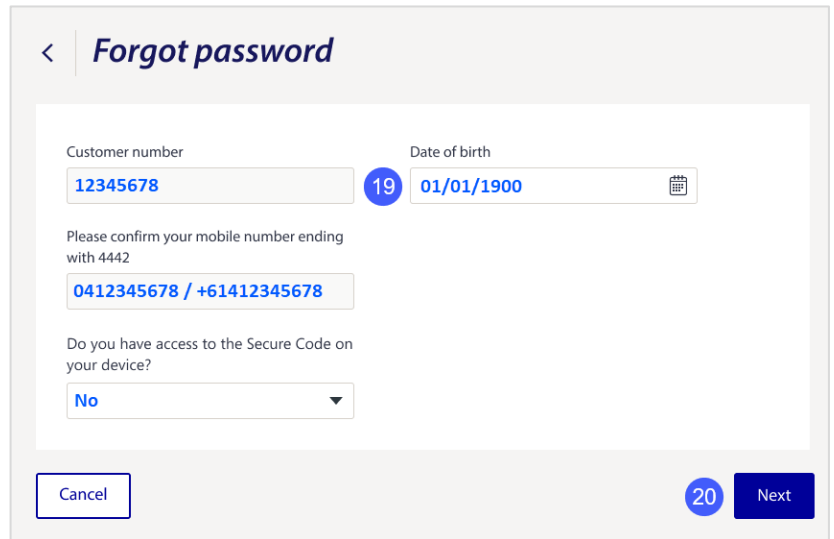
Go to Step 23 if you have access to your Secure Code



## If you do not have access to your Secure Code

Step 19: Enter your 'Date of birth'

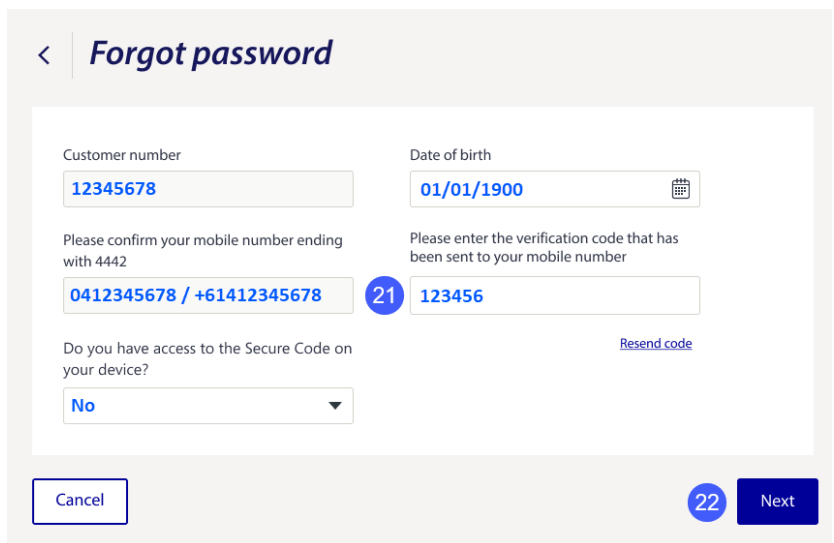
Step 20: Click 'Next'



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: 'Please confirm your 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 'No' selected. 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'. There are two input fields: 'Customer number' with the value '12345678' and 'Date of birth' with the value '01/01/1900'. Below these are two confirmation fields: 'Please confirm your mobile number ending with 4442' with the value '0412345678 / +61412345678' and 'Please enter the verification code that has been sent to your mobile number' with the value '123456'. A dropdown menu asks 'Do you have access to the Secure Code on your device?' with 'No' selected. A 'Resend code' link is visible. 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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