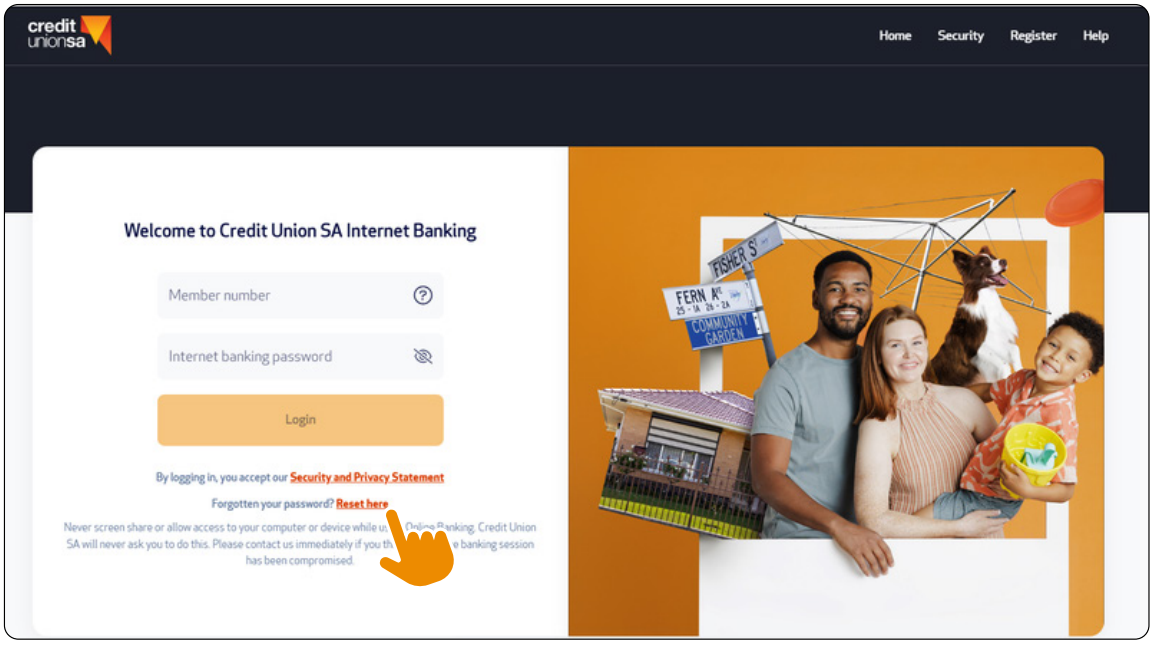
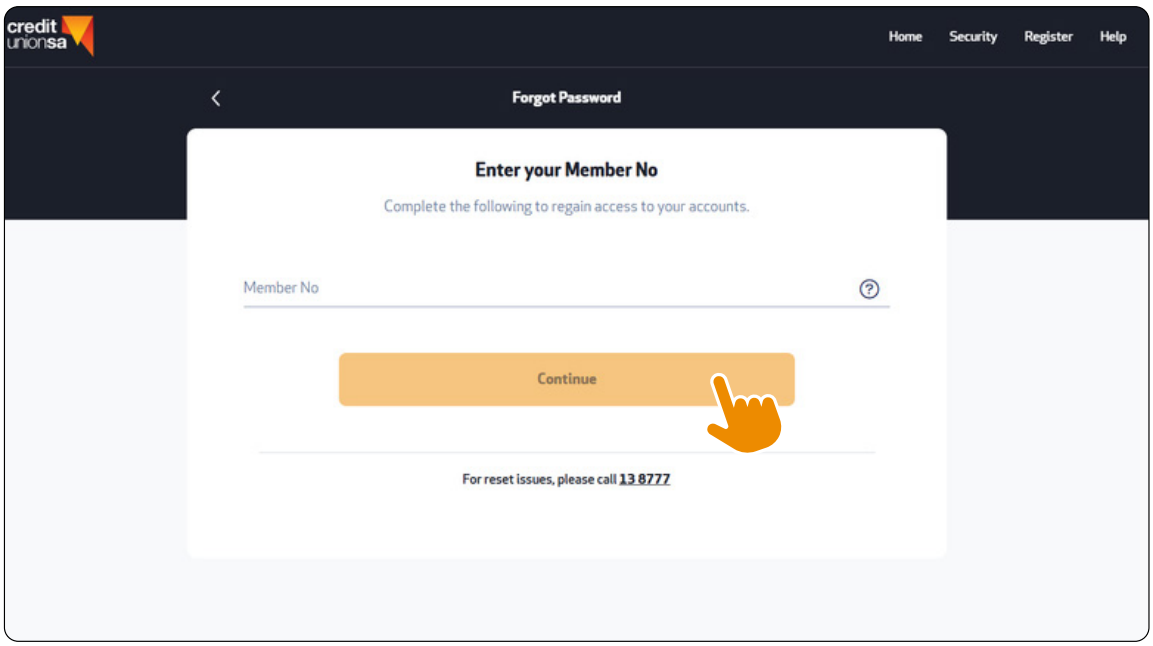
Quick help guide

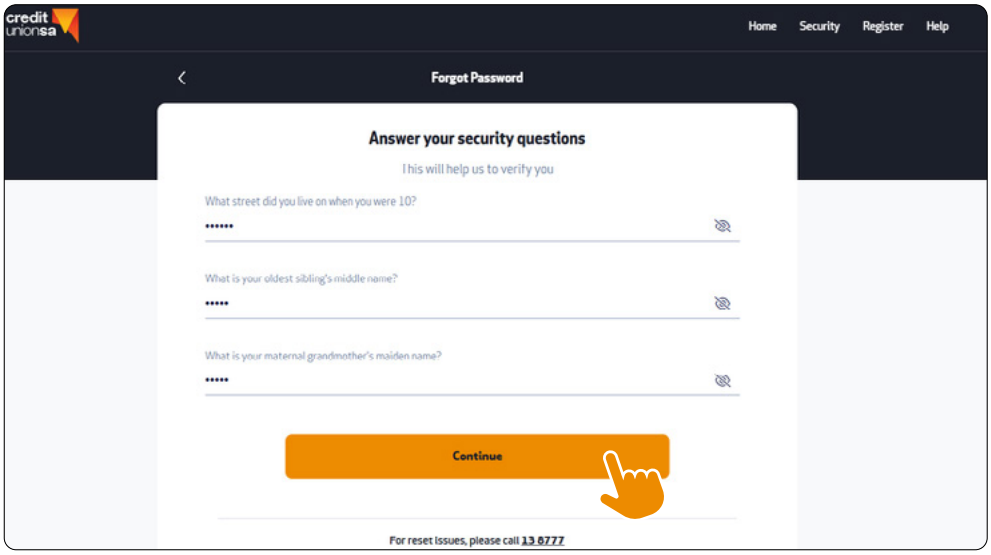
Reset Internet Banking password in Internet Banking

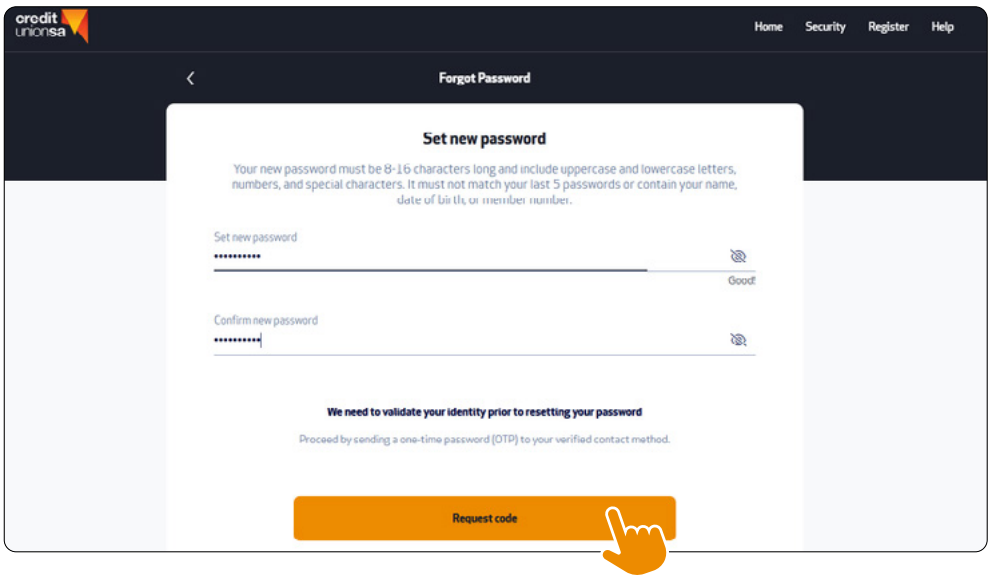
1. Click **Reset here**
2. Enter your member number then click **Continue**

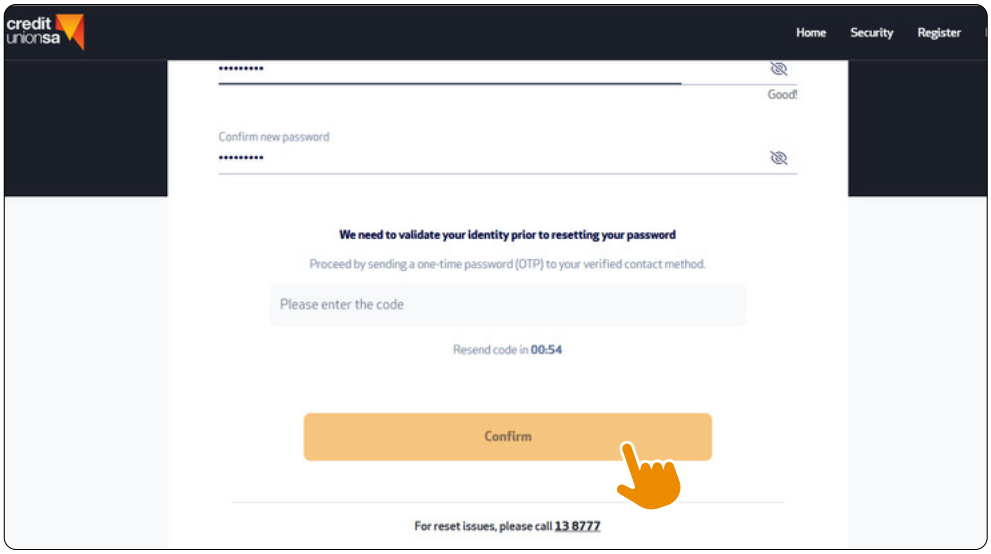




3. If you have security questions configured, enter your security questions then click **Continue.** If you do not have security questions configured, you will instead be asked to complete member validation questions.
   If you are unable to answer your security questions or member validation questions, you can contact us for assistance by dialling 13 8777.
4. Set new password following the instructions then click **Request code**
5. This code will be sent to the mobile number registered to your account.
   Enter the code and click **Confirm**







6. Once confirmed the page will reload with a success message

