



Online Banking Password Lockouts

Since our password reset, some customers have been experiencing high rates of lockouts with their new passwords because they use either a fingerprint or passcode within our Online Banking App to log in. If this is happening to you, you will need to “recertify” your fingerprint or passcode by doing the following:

1. Log on to online banking through the app, using your login ID and new password, bypassing the fingerprint or passcode.
2. Select Settings from the Menu in the upper left hand corner
3. Select Security Preferences
4. Turn off passcode and/or fingerprint login
5. Verify that you want this turned off
6. Log off of online banking
7. Open the app, and select biometrics or passcode, and follow the steps to set it back up with their new password.

After that, your passcode or fingerprint will work the same as before.

If you use biometrics (facial recognition, fingerprints, iris scans, etc) through your phone itself and are experiencing lockouts, you will need to find the appropriate settings within your phone to reset or update your new password.

We have also discovered that some accounts are becoming locked out due to a service called Plaid, which is a service that financial apps and services use to connect to your financial information. These apps include, but are not limited to, Varo, MoneyLion, Acorns, Venmo, and Wise. If you use any of these services, you will need to log in to them directly to update your information.

If you do not use the app fingerprints or passcode, phone biometrics, or any financial services that you have authorized to access your banking information, but you are still repeatedly being locked out, our best and most secure suggestion to you is to change your user name. You can do this by doing the following:

1. Log on to online banking through the app, using your login ID and new password, bypassing the fingerprint or passcode.
2. Select Settings from the Menu in the upper left hand corner
3. Select Security Preferences
4. Change User ID

We apologize for any inconveniences you have experienced during the password reset. Your account security is of the utmost importance to us at First National Bank in Olney.