

How to reset your password



This step-by-step guide will cover:

- How to reset your Netbank password
- What to do if you can't find the continue button
- Where you will find the approve button

How do I reset my Password

1. If you have forgotten your login details or are prompted to reset it, go onto the Netbank login page and select **'Forgot Password'**.



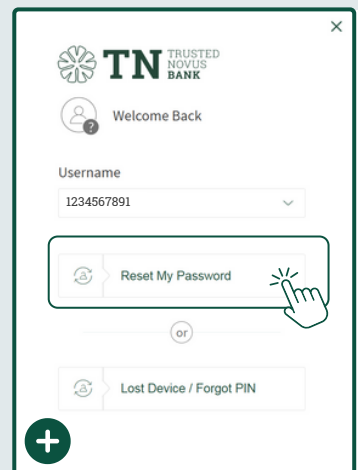
2. You will then be required to enter your **'Email Address'**, **'Mobile Number'**, and **'Date Of Birth'** as well as answer a security question.

***Please note:** When entering your mobile number, enter the country code with **'+'** first, then enter the rest of the number in the next field.

3. Once completed, click **'continue'**.
4. Then click on **'Reset My Password'**.

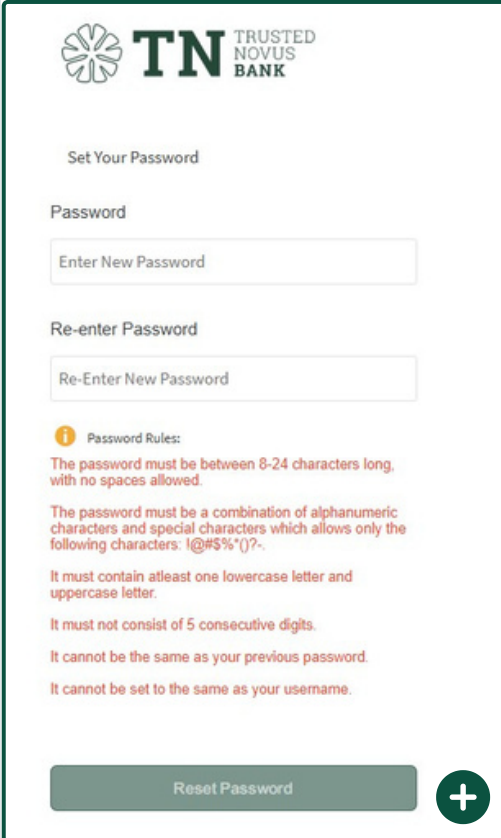
***Please note:** If the Continue button isn't visible, zoom out your screen

- Windows: Ctrl +/-
- Mac: Command +/-
- or click the three dots in the top-right corner of your browser, as shown below. (more details on page 6 if needed)



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5. Create the new password following the password requirements shown.



The screenshot shows the 'Set Your Password' page for Trusted Novus Bank. At the top is the bank's logo, which consists of a stylized flower icon followed by the letters 'TN' and the words 'TRUSTED NOVUS BANK'. Below the logo, the heading 'Set Your Password' is centered. There are two input fields: the first is labeled 'Password' and contains the placeholder text 'Enter New Password'; the second is labeled 'Re-enter Password' and contains the placeholder text 'Re-Enter New Password'. Below these fields, a section titled 'Password Rules:' with an information icon lists several requirements in red text: the password must be 8-24 characters long with no spaces; it must be a combination of alphanumeric characters and special characters (specifically !@#\$%^&*); it must contain at least one lowercase and one uppercase letter; it must not consist of 5 consecutive digits; it cannot be the same as the previous password; and it cannot be the same as the username. At the bottom of the form is a green button labeled 'Reset Password' and a circular icon with a white plus sign on a dark green background.

6. Once completed, you will be notified: **'Your password has been reset successfully.'**

8. You will receive a notification prompting you to **'Approve'** the password reset.

***Please note:** This will appear on the new Trusted Novus Banking app

9. See screenshots on next page.

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9. Follow the steps below:

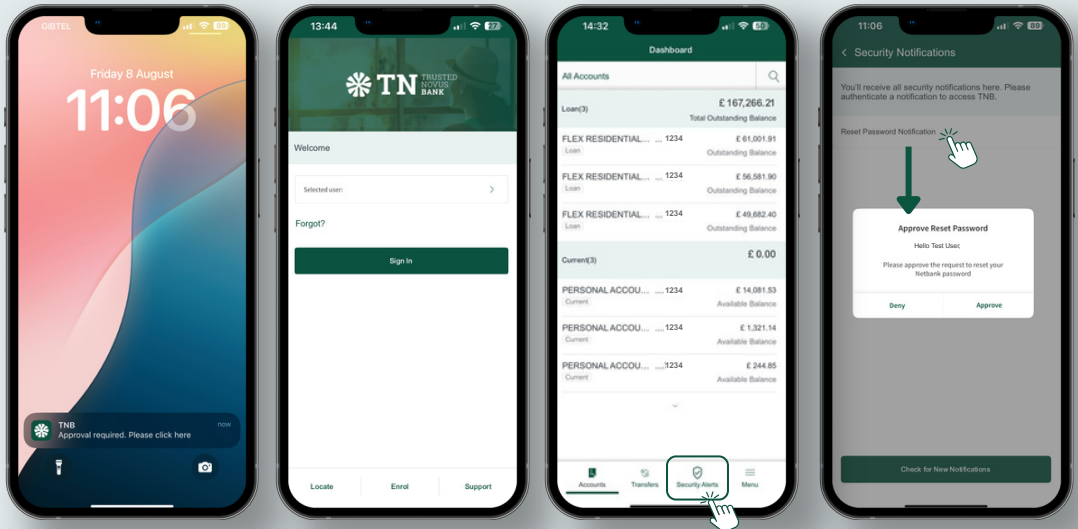
- Open the TNB app
- **'Approve'** Pop-up

10. If it's not shown:

- Sign in to the app
- Go to **'Security Alerts'** in the bottom toolbar on iPhone or go to the menu in the top right corner on Android

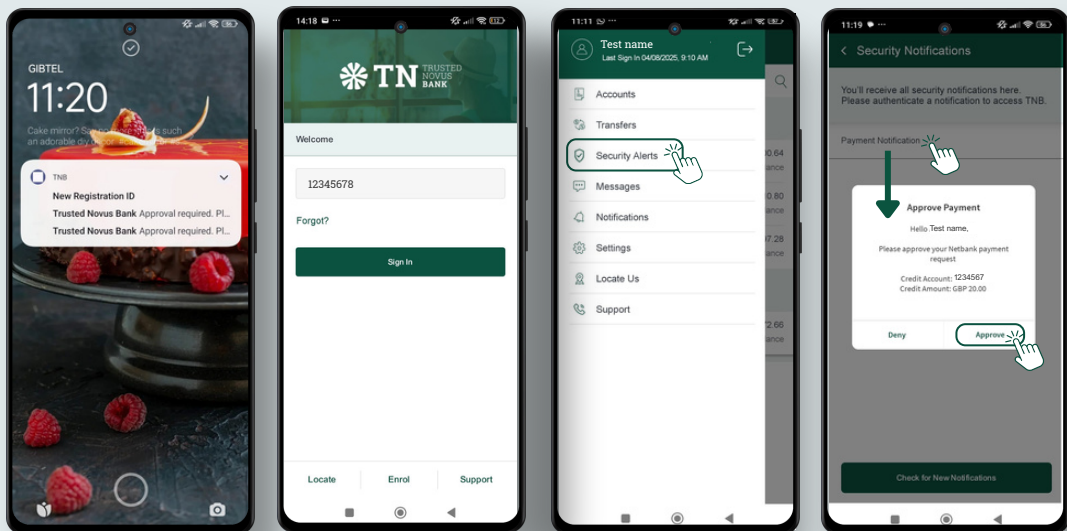
10. See screenshots below.

iPhone





11. Android on the next page

Android




11. Now you can login to Netbank with the new password.

 **TN** TRUSTED
NOVUS
BANK

 Username
1234567891

Your password has
been reset
successfully.

Sign In



If you can not 'continue'

1. If the Continue button isn't visible, zoom out from your screen:

- **Windows:** Ctrl +/-
- **Mac:** Command +/-
- Or click the '**three dots**' in the top-right corner of your browser and set the zoom to '**75%**', as shown to the right.

2. You can reset the zoom to your original percentage afterwards.

