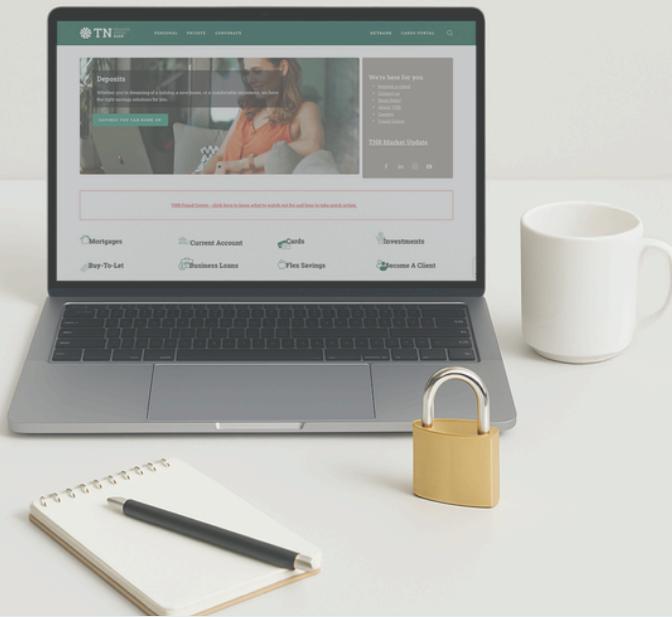


How to reset your password

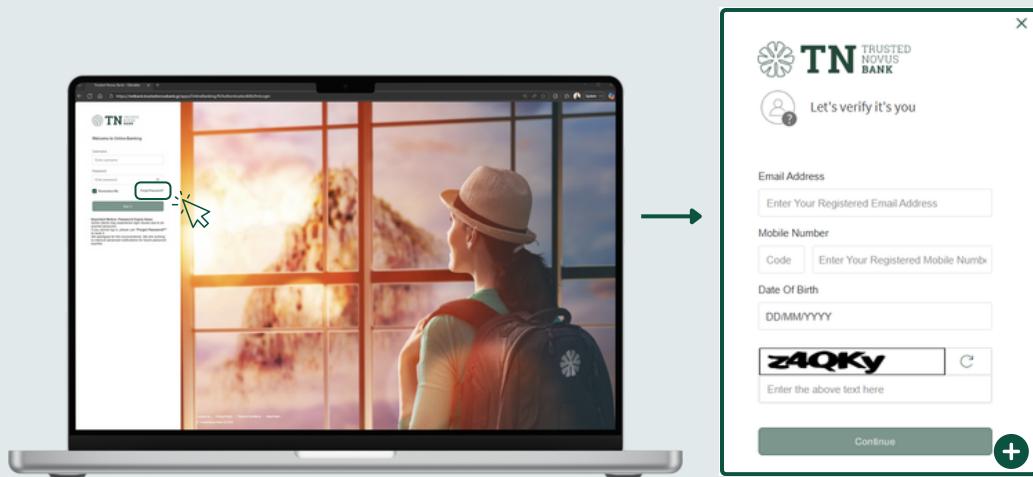


This step-by-step guide will cover:

- 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.

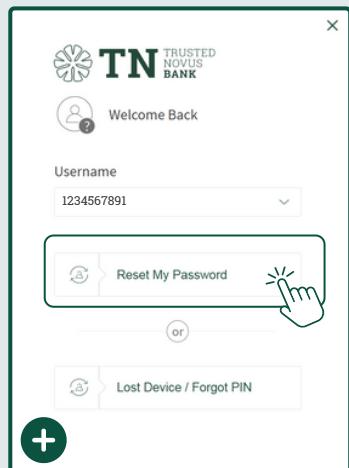
***Please note:** When entering your mobile number, enter the country code with '+' first, then enter the rest of the number in the next field.

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)



How do I reset my Password

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



Set Your Password

Password

Re-enter Password

 Password Rules:

The password must be between 8-24 characters long, with no spaces allowed.

The password must be a combination of alphanumeric characters and special characters which allows only the following characters: @#%*()?-.

It must contain atleast one lowercase letter and uppercase letter.

It must not consist of 5 consecutive digits.

It cannot be the same as your previous password.

It cannot be set to the same as your username.

Reset Password



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.

How do I reset my Password

9. Follow the steps below:

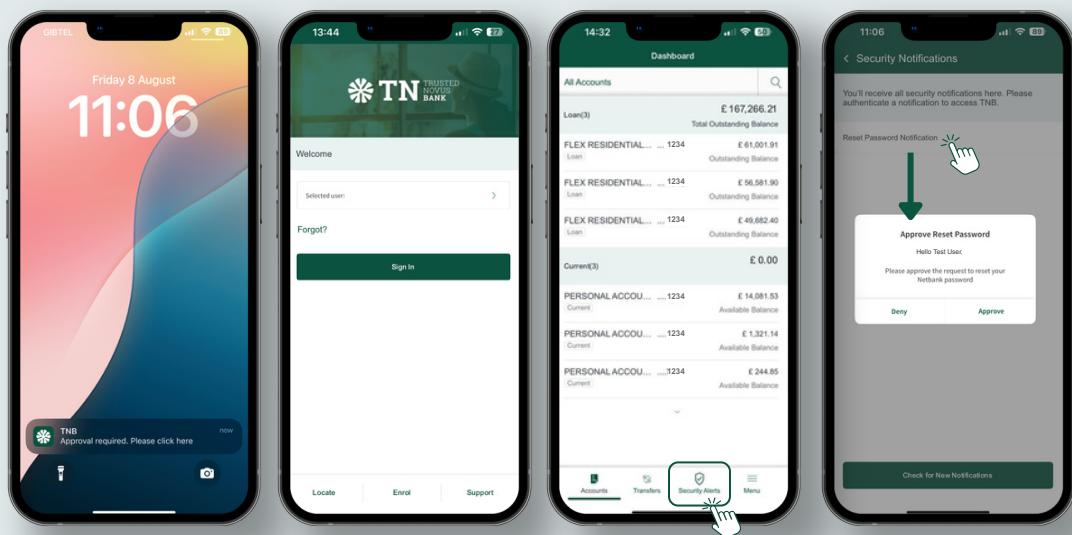
- Open the TNB app
- 'Approve' Pop-up

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

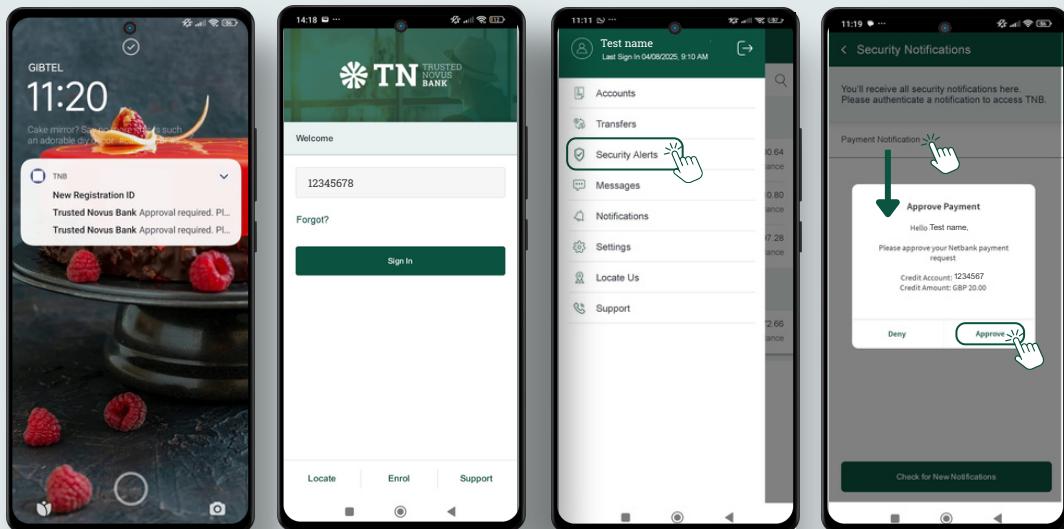
10. See screenshots below.

iPhone

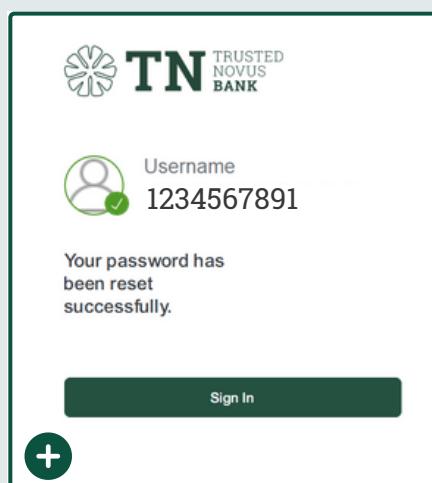


11. Android on the next page

Android



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



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.

