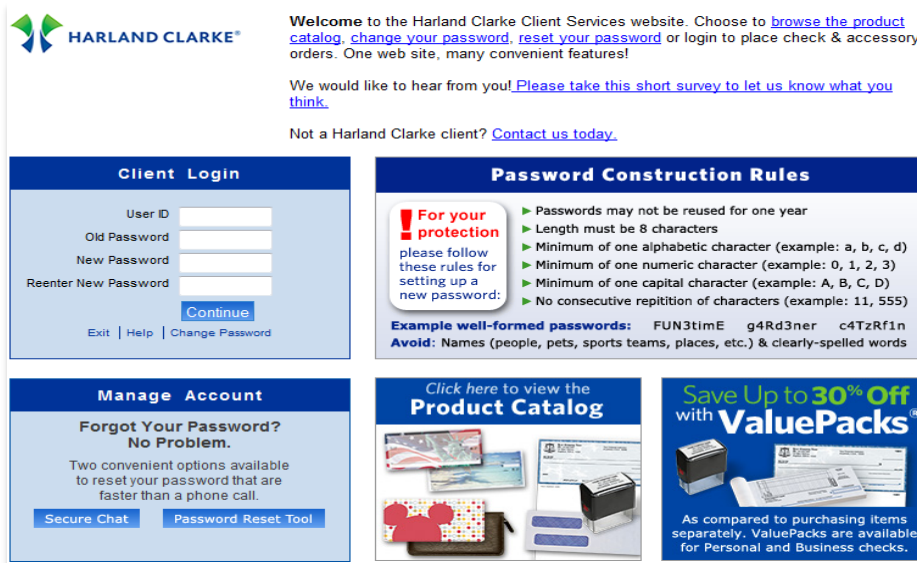


Branch ConnectionPoint® Password Reset Tool

Follow the steps below to perform the Password Reset functions using Harland Clarke's Internet Check Ordering program. This Reference Guide includes information on Change Password, Manage Account, Password Reset Tool and Live Secure Chat. **If an employee at your Financial Institution leaves, please contact Harland Clarke immediately to remove the User ID.**

Change Password

1. The term of your password is **60** days. User ID's that have not logged on for 90 days are removed.
2. On the Branch ConnectionPoint® Login page, click [Change Password](#) in the Client Login panel.
3. Enter your User ID and Old Password.
4. The Password Construction Rules will display information for setting a new password.
5. Enter a password in the [New Password](#) and [Verify Password](#) fields.
6. Click the [Continue](#) button. Log in with your User ID and new Password.



Client Login

User ID
 Old Password
 New Password
 Reenter New Password

[Continue](#)

Exit | Help | [Change Password](#)

Password Construction Rules

For your protection please follow these rules for setting up a new password:

- ▶ Passwords may not be reused for one year
- ▶ Length must be 8 characters
- ▶ Minimum of one alphabetic character (example: a, b, c, d)
- ▶ Minimum of one numeric character (example: 0, 1, 2, 3)
- ▶ Minimum of one capital character (example: A, B, C, D)
- ▶ No consecutive repetition of characters (example: 11, 555)

Example well-formed passwords: FUN3timE g4Rd3ner c4TzRf1n
Avoid: Names (people, pets, sports teams, places, etc.) & clearly-spelled words

Manage Account

Forgot Your Password? No Problem.

Two convenient options available to reset your password that are faster than a phone call.

[Secure Chat](#) | [Password Reset Tool](#)

[Click here to view the Product Catalog](#)


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As compared to purchasing items separately, ValuePacks are available for Personal and Business checks.

Manage Account

Forgot your password? No problem. There are two convenient options available to reset your password that is faster than a phone call: [Secure Chat](#) and [Password Reset Tool](#).

1. To access these options, click the Password Reset Tool button in the Manage Account panel.



Client Login

User ID
 Password

[Continue](#)

Exit | Help | [Change Password](#)

Manage Account

Forgot Your Password? No Problem.

Two convenient options available to reset your password that are faster than a phone call.

[Password Reset Tool](#)

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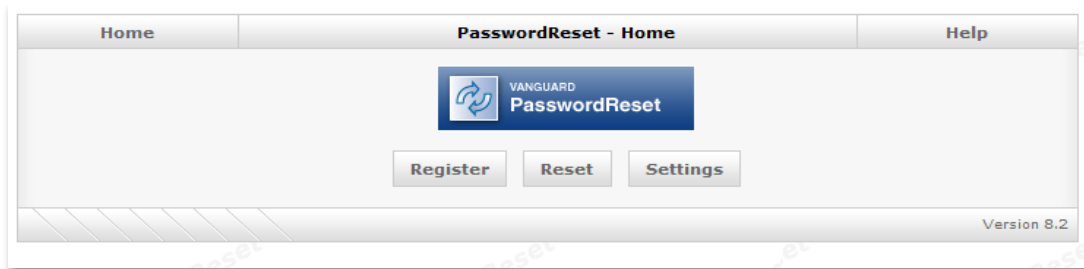
[Click here to view the Product Catalog](#)

Save Up to 30% Off with ValuePacks®

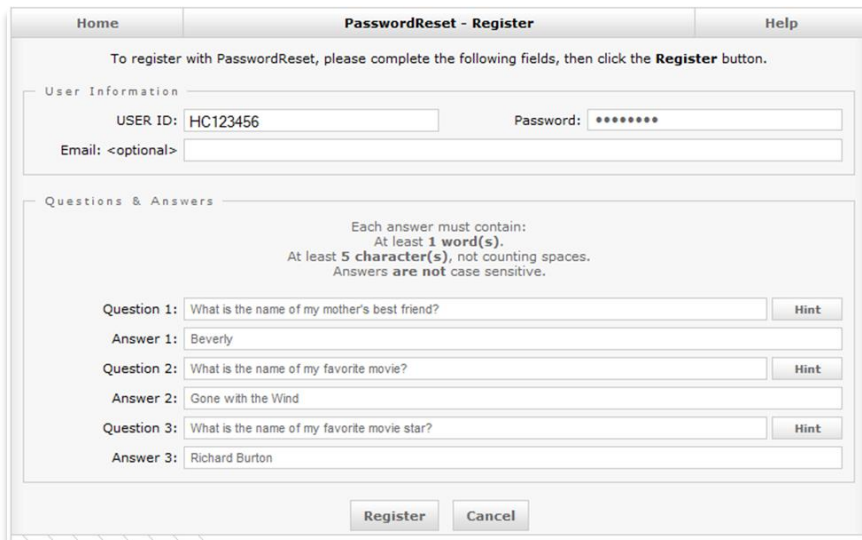
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Register

To use the Password Reset Tool, you first need to [Register](#). During the registration process, you will be required to provide questions to answers that only you know the answers.



1. On the Password Reset Home page, click the [Register](#) button.
2. Enter your User ID and Password in the fields provided. The Email field is optional.
3. Enter three questions and answers. Click the Hint button for examples of good and bad questions.



4. Click the [Register](#) button. A confirmation message is displayed on the Password Reset Home page "You are registered with Password Reset."

Reset

In order to reset your password, the questions you entered must be answered. Your answers must **EXACTLY** match the answers you originally provided. If you answer the questions correctly, your password will be reset (changed) to the New Password.

1. On the Password Reset Home page, click the [Reset](#) button.
2. Enter your User ID and click [Continue](#).
3. Enter the answers to the questions you originally provided.
4. In the "Choose A New Password" section, enter a password in the Password and Verify fields.
5. Click the [Reset](#) button.

Home	PasswordReset - Reset	Help
To reset your password, please complete the following fields, then click the Reset button.		
Answer These Questions		
Answers are not case sensitive.		
Question 1:	What is the name of my mother's best friend?	
Answer 1:	<input type="text"/>	
Question 2:	What is the name of my favorite movie?	
Answer 2:	<input type="text"/>	
Question 3:	What is the name of my favorite movie star?	
Answer 3:	<input type="text"/>	
Choose A New Password		
Password:	<input type="text"/>	Verify: <input type="text"/>
<input type="button" value="Reset"/> <input type="button" value="Cancel"/>		Version 8.2

Settings

If you want to change your email address, password, or any of the questions, select the Settings option.

1. On the Password Reset Home page, click the [Settings](#) button.
2. Enter your User ID and Password. Click the [Continue](#) button.
3. Make changes to your questions and answers.
4. You can choose a new password. Enter your new password in the [Password](#) and [Verify](#) fields.
5. Click the [Save](#) button.

Home	PasswordReset - Settings	Help
After making your desired changes, please click the Save button to save your settings.		
User Information		
USER ID:	H123456	Password: <input type="password" value="*****"/>
Email:	<optional> <input type="text"/>	
Questions & Answers		
Each answer must contain: At least 1 word(s). At least 5 character(s), not counting spaces. Answers are not case sensitive.		
Question 1:	What is the name of my mother's best friend?	<input type="button" value="Hint"/>
Answer 1:	<input type="text"/>	
Question 2:	What is the name of my favorite movie?	<input type="button" value="Hint"/>
Answer 2:	<input type="text"/>	
Question 3:	What is the name of my favorite movie star?	<input type="button" value="Hint"/>
Answer 3:	<input type="text"/>	
Choose A New Password (Optional)		
Password:	<input type="text"/>	Verify: <input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

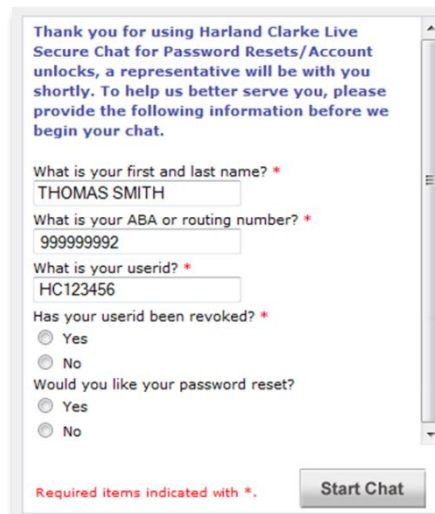
Secure Chat

You can chat securely online with a Harland Clarke representative for Password Resets/Account unlocks.

1. From the Manage Account panel, click the [Secure Chat](#) button.



2. The Secure Chat window will display. Enter the required information: Your first and last name, routing number, and User ID.
3. Indicate if your account has been revoked.
4. Indicate if you would like your password reset.
5. Click the [Secure Chat](#) button.



The image shows a screenshot of a "Secure Chat" window. It contains a message: "Thank you for using Harland Clarke Live Secure Chat for Password Resets/Account unlocks, a representative will be with you shortly. To help us better serve you, please provide the following information before we begin your chat." Below this are several form fields and radio buttons:

- What is your first and last name? * (Text input: THOMAS SMITH)
- What is your ABA or routing number? * (Text input: 99999992)
- What is your userid? * (Text input: HC123456)
- Has your userid been revoked? * (Radio buttons: Yes, No)
- Would you like your password reset? (Radio buttons: Yes, No)

At the bottom, there is a "Start Chat" button and a note: "Required items indicated with *."