Resetting your Password

1. Go to [tinyurl.com/banksimulation](https://tinyurl.com/banksimulation)

A screenshot of the bank of America homepage shows a woman sitting and using the laptop on a couch. The text on the website reads, Our award-winning Online Banking makes banking simple, secure, and convenient. The bottom right corner of the website shows a highlighted box that reads, sign in options. An arrow points at the box.


1. Click on Sign in options.
2. Click on Sign-in Recognized Device.

A screenshot of the sign in options section shows the following options: first sign-in (after financial center enrollment), sign-in: unrecognized device, and sign-in: recognized device (saved online I D). Each box has a "go" option. The third option is highlighted, and an arrow points at its "go" option.


1. Click on the Forgot Password link.

A screenshot shows the following options in boxes: online I D, passcode, sign in, forgot I D / passcode? Security and help, enroll, open an account, find your closes financial center for A T M, and schedule an appointment. The "forgot I D / passcode?" option is highlighted, and an arrow points at it.


1. Click in each text box. Click on Continue.

"A screenshot shows the forgot I D / passcode section. The section shows the following information: Please provide some basic information and we'll help with your user I D or password. 
Card or account number (Last 6 digits) (an empty box).
Social security number (S S N) or tax I D number (T I N) (an empty box).
To view your user I D or create a new password, we need your S S N or T I N for identification. Don't have an S S N or T I N? 
The bottom of the page shows continue and cancel buttons.
"


1. Click text message and Send Code.

A screenshot shows the verify your identity - request authorization code section. A question reads, how would you like to receive it? The options are, text message (selected) and phone call. The bottom of the section shows send code and cancel buttons.


1. Click in the Authorization Code box. Click on Continue.

"A screenshot shows the verify your identity - authorization code entry section. A warning message reads, don't close your browser window. An authorization code was sent to your email address: r (hidden information) h at bank of America dot com. Check your email and enter the authorization code. The code will expire 10 minutes after you request it. 
A box shows the space to enter the authorization code, followed by the text, request another authorization code. The bottom of the page shows continue and cancel buttons."


1. Click in the boxes. Click on Continue.

"A screenshot shows space to enter, create a new passcode (Your Passcode must be different from your online I D and different from your previous 5 passcodes.), and re-enter new passcode, followed by the continue and cancel buttons. The bottom of the screen reads, are you using the mobile app? Sign in with fingerprint or face scan. Depending on your phone you can setup touch I D, face I D, or fingerprint. 
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1. Read the message.

"A screenshot shows You have a new Passcode section. The page shows a check mark followed by the text, you've successfully changed your passcode. Remember to use your new passcode next time you sign in. The bottom of the page shows the return to help and support button.
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