

Resetting your Password

1) Go to tinyurl.com/banksimulation

Our award-winning **Online Banking** makes banking simple, secure, and convenient.

Features & Services		
Alerts	Accounts Overview	Tools & Investing
Bill Pay	Help & Support	Mobile Banking
Transfers	Profile & Settings	Mobile Simulator

Start After Sign-in
Skip the sign-in process and begin at the Accounts Overview page.

Go to Accounts Overview

OR

Start With Sign-in
Sign in from the Bank of America homepage.

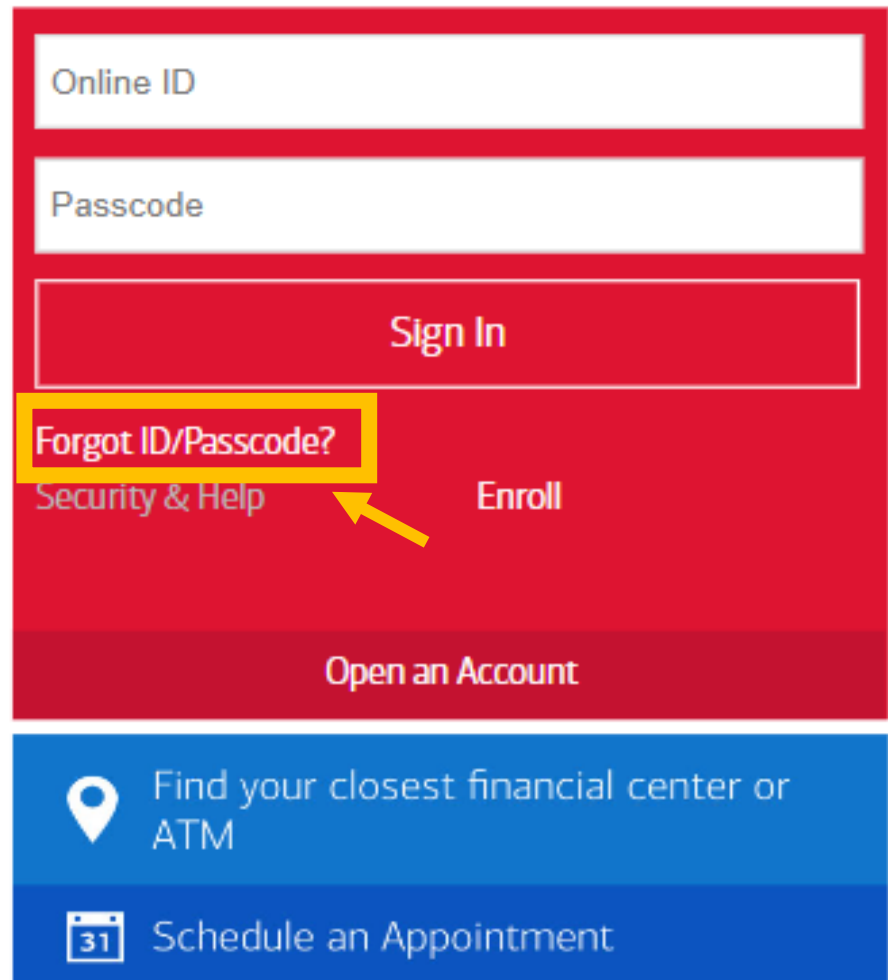
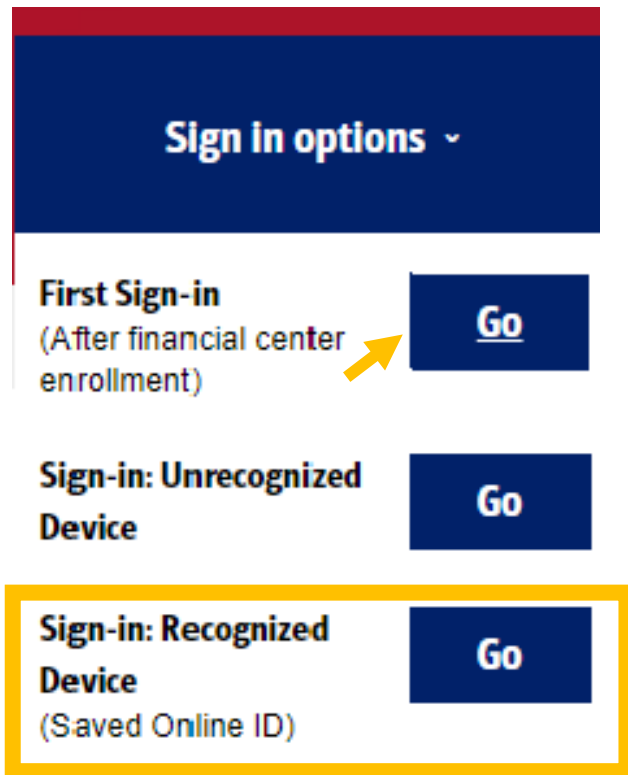
Sign In options ▾

2) Click on Sign in options.

Resetting your Password

3) Click on Sign-in Recognized Device.

4) Click on the Forgot Password link.



Resetting your Password

5) Click in each text box. Click on Continue.

Forgot ID/Passcode

Please provide some basic information and we'll help with your User ID or Password.

Card or Account Number (Last 6 digits)

Social Security Number (SSN) or Tax ID Number (TIN)

To view your User ID or create a new Password, we need your SSN or TIN for identification.
Don't have an SSN or TIN?

Continue

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6) Click text message and Send Code.

Request Authorization Code

To verify your identity, we need to send an authorization code to your phone

XXX-XXX-55555

How would you like to receive it?

Text Message

Phone call

The code expires 10 minutes after you request it.

Having trouble receiving your code by phone?


You are consenting to be contacted at the phone number selected for the purpose of receiving an authorization code. If you selected text message, Wireless and text message fees may apply from your carrier.
Supported carriers include: AT&T, Spring, T-Mobile, US Cellular, Verizon, or any other branded wireless operator.

Send Code Cancel

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7) Click in the Authorization Code box. Click on Continue.

Authorization Code Entry

 **Don't close your browser window.**
An authorization code was sent to your email address:
r****h@bankofamerica.com

Check your email and enter the authorization code. The code will expire 10 minutes after you request it.

Authorization code:

[Request another authorization code](#)

Resetting your Password

8) Click in the boxes. Click on Continue.

Your Online ID is **robinsmith1234**

Create a new Passcode

Your Passcode must be different from your Online ID and different from your previous 5 Passcodes.


Re-enter new Passcode

[Continue](#) [Cancel](#)

Are you using the Mobile App?
Sign in with fingerprint or face scan. Depending on your phone you can setup Touch ID, Face ID, or fingerprint.

9) Read the message.

You have a new Passcode

 You've successfully changed your Passcode.
Remember to use your new Passcode next time you sign in.

[Return to Help & Support](#)