

INTERNATIONAL PERSONAL BANKING



Single User - Forgotten Password

Password Reset Guide

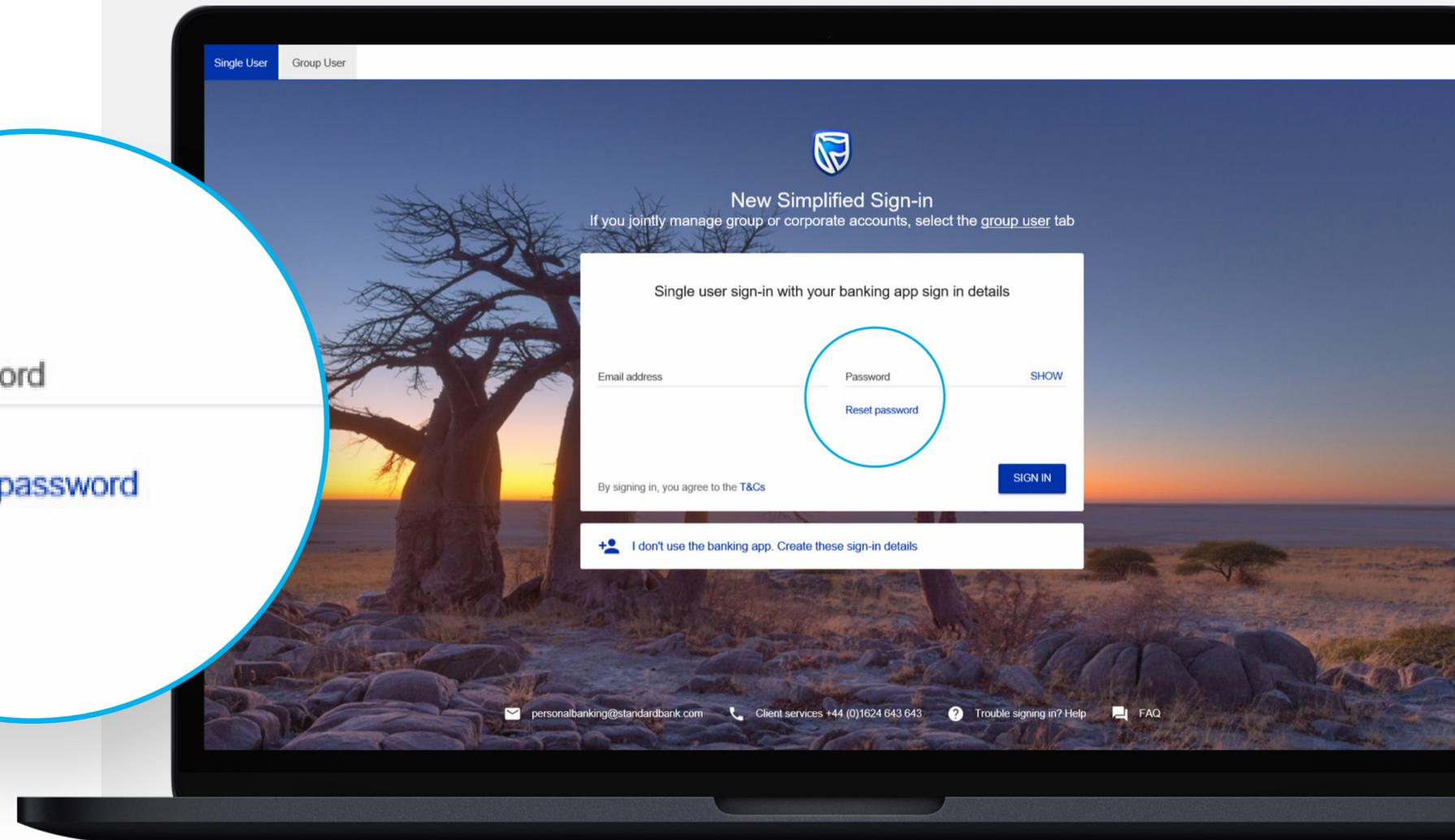
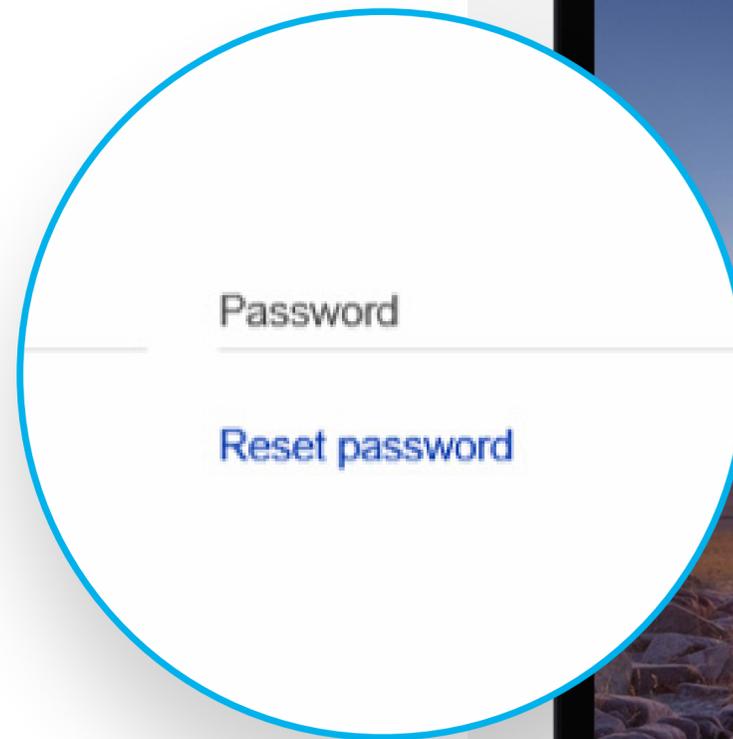
Standard Bank Moving Forward™



1

On the login screen for Single User, click on “Reset Password”.

Found directly below the password input field.





Enter the email address used to sign in with.

Reset your password

1 — 2 — 3
Email Security Reset

Email address *

CANCEL NEXT



Click on the “NEXT” button.

Reset your password

1 — 2 — 3
Email Security Reset

Email address *

james.brown@standardbank.com

CANCEL NEXT



4

Enter the Internet Client Number, Memorable Date & Password* used to register on old site.

Reset your password

Email — Security — Reset

Enter your Internet Client Number

Enter your Internet Banking Password [SHOW](#)

Enter your Memorable Date

[Forgotten password or memorable date](#)

[BACK](#) [NEXT](#)

*Click "Forgotten Password or Memorable date" if forgotten. The user will be redirected to the old style password reset.

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Click on the "NEXT" button.



Reset your password

Email — Security — Reset

Enter your Internet Client Number

Enter your Internet Banking Password [SHOW](#)

Enter your Memorable Date

[Forgotten password or memorable date](#)

[BACK](#) [NEXT](#)

6

Enter a new password.

Reset your password

Email Security **Reset**

Password [SHOW](#)

[BACK](#) [FINISH](#)



Ensure it meets the criteria.

Reset your password

Email Security **Reset**

Password [SHOW](#)

Password invalid

- ✓ 8 or more characters
- ✓ 1 or more numbers
- ✓ Uppercase character
- ✓ Lowercase character

[BACK](#) [FINISH](#)

7

Click "FINISH".

Reset your password

Email Security **Reset**

Password
..... | SHOW

BACK FINISH

8



Enter the One-Time-PIN sent to the registered email address, then click "SUBMIT" (will be available once PIN is entered).

Reset your password

Verification code

A verification code has been sent to
.....

Your Verification code will be valid for 15 minutes.

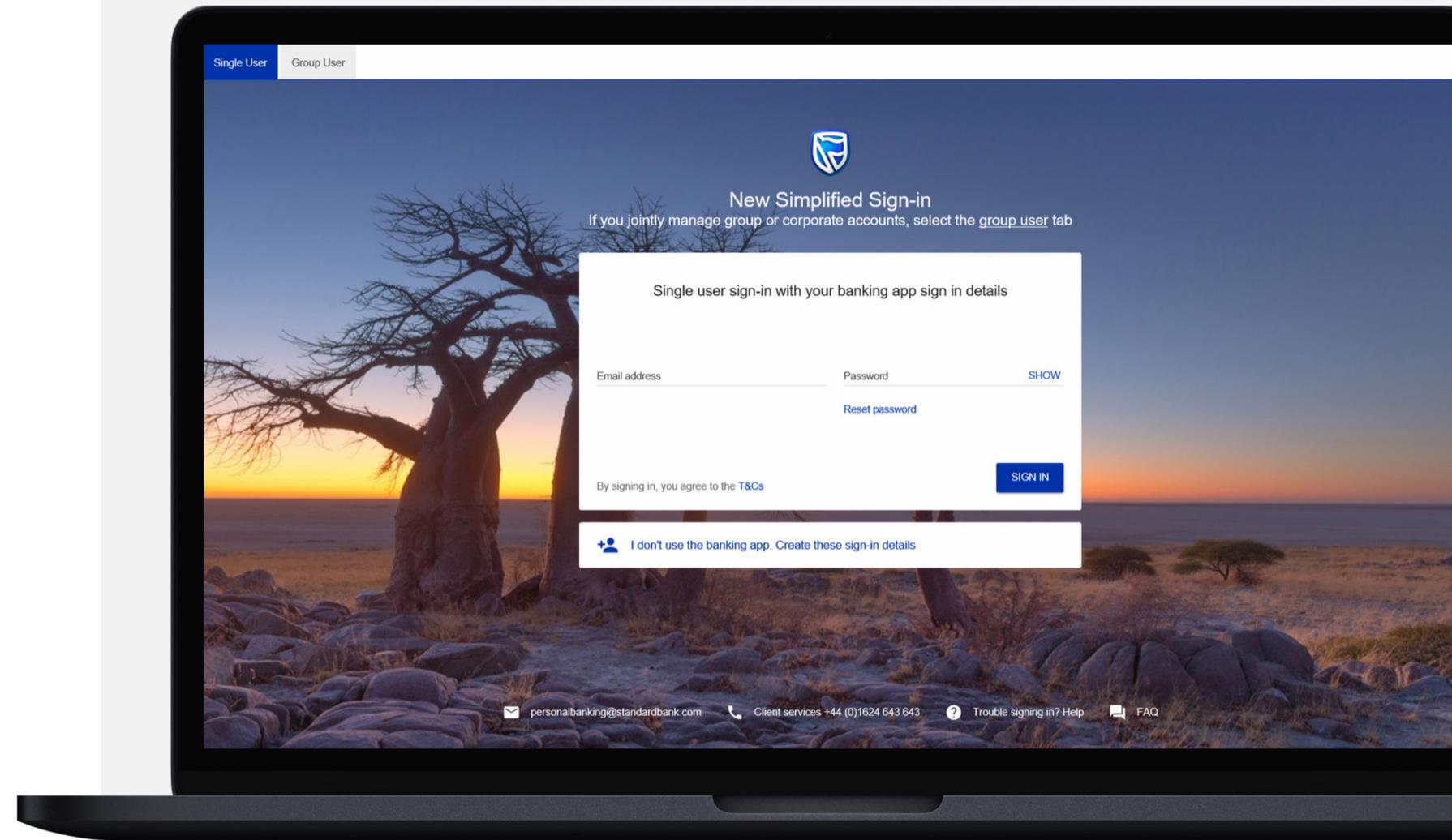
RESEND SUBMIT

Help

BACK FINISH

9

The user will be returned to the sign in page to Sign In with their new password.



INTERNATIONAL PERSONAL BANKING



THANK YOU /

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