FORGOT PASSWORD. *step-by-step guide.*

At Kootenay Savings we want to make online and mobile banking easy, which is why offer a way to reset your own password with **Forgot Password.**
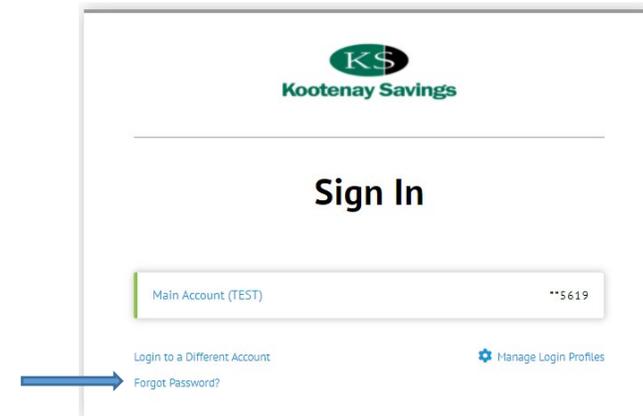
With Forgot Password, you can reset your password when it's convenient for you, with no need to visit a branch or call our Member Service Centre.

There are a few things you need to know before using Forgot Password:

1. You need to use it before you enter your password incorrectly three times.
2. You must already be enrolled in 2-Step Verification. See our 2-Step Verification guide or video to learn how.
3. You must have a personal account. Forgot Password doesn't work for business or organization accounts.
4. You need to know the date of birth or social insurance number of the first member listed on the account.

You want to make sure you don't lock yourself out of your account. If you think you've forgotten your password, use the Forgot Password tool before incorrectly entering it three times.

1. To get started, click the LOGIN button in the top right corner of our homepage to be taken to the login screen.

2. Select the 'Forgot Password' link found towards the bottom of the page.

KS
Kootenay Savings

Sign In

| Main Account (TEST) | **5619 |

Login to a Different Account   ⚙ Manage Login Profiles

Forgot Password?

3.

Kootenay Savings

PLEASE VERIFY YOURSELF

If you prefer not to provide your personal information through the website to verify your identity, you may attend at any branch or call our call centre for assistance in resetting your password.

Branch
Select a Branch

Member Number
Member Number

○ SIN (LAST 3 DIGITS)

○ DATE OF BIRTH

SIN (LAST 3 DIGITS)   👁 Show/Hide SIN Number

CANCEL   CONTINUE

3. The PLEASE VERIFY YOURSELF screen will appear. You'll be asked to enter your branch, member number and either the last 3 digits of the social insurance number or the date of birth of the member that is listed first on the account. Click CONTINUE.

For your protection, we need to verify it's you by sending a verification code. Click CONTINUE to generate this code.

4. You'll receive your code within moments and will need to use it before it expires. The code expires in 10 minutes.

Go ahead and retrieve your code, enter it, and click CONTINUE.

4.

Kootenay Savings

🔒 ENTER YOUR VERIFICATION CODE

Please enter the verification code that was sent to phone number ******5104.

If this is no longer the correct phone number, please contact Customer Service.

ENTER VERIFICATION CODE

Didn't receive a code? We can send a new verification code

CONTINUE

Kootenay Savings

🔒 ENTER YOUR VERIFICATION CODE

Please enter the verification code that was sent to phone number ******5104.

If this is no longer the correct phone number, please contact Customer Service.

ENTER VERIFICATION CODE

213569

Didn't receive a code? We can send a new verification code

CONTINUE

5.

KS Kootenay Savings

🔒 ENTER YOUR VERIFICATION CODE

Please enter the verification code that was sent to phone number ******5104.

If this is no longer the correct phone number, please contact Customer Service.

ENTER VERIFICATION CODE

213569

✅ Verification Code Successfully Validated

CONTINUE

5. A green check mark indicating your code was successful validated will appear. Click CONTINUE.

6. The PASSWORD RESET screen will appear. Enter your new password, then re-enter your next password and click CONTINUE.

7. A green check mark indicating your password was successfully reset will appear.

Click the GO TO LOGIN button to return to the login page.

8. You're now ready to login with your new password.

6.

KS Kootenay Savings

PASSWORD RESET

Please enter your new password

New Password   👁 Show Password

Re-enter new Password

CANCEL   CONTINUE

7.

KS Kootenay Savings

✅

SUCCESS

password is reset successfully. You can now login with the new password.

GO TO LOGIN

8.

KS Kootenay Savings

Sign In

Main Account (TEST)   **5619

Login to a Different Account   ⚙ Manage Login Profiles

Forgot Password?