



A Forgot/Reset My PIN

B User ID

C What is your mother's birthday (MMDD)?

D Create New PIN

E You have successfully reset your PIN

Notes

The PIN Reset function on myStreetscape[®] allows your customer to reset his personal identification number (PIN) without assistance from your firm.

Note: If the user has not set up a security question and answer, and has forgotten his PIN, he will not be able to use PIN Reset without the involvement of his financial institution.

- A** If a user wants to reset his PIN, the user can click **Forgot/Reset My PIN**.
- B** The user must enter his User ID and click **Next**.
- C** If the user has a security question on file, he will be prompted to answer it. If the user does not have a security question on file, a message appears instructing him to enter his ID and PIN on the login page or to contact his financial institution to reset the PIN (not shown).
- D** The user is prompted to create and confirm the new PIN and click **Submit**.
- E** A message displays confirming that your customer has successfully reset his PIN. The user can click **Continue to home page** to proceed directly to the myStreetscape home page.

