



Lapeer County Bank & Trust Co.

Reset/Unlock Online Banking Password Procedures

Forgot your password?

In order for you to use the "Reset Password" feature, you must first activate the "Reset Password" function in your personal settings in Online Banking.

1. Login to your Online Banking account.
2. Go to the "Options" tab. Verify your current email address. (You must have a valid email address to use the "Reset Password" function.) An email will be sent to this address with a link to reset your password if you ever lock yourself out.
3. Create a security question and type in the answer. **NOTE: Answers are case sensitive.**
4. Click on the "Submit" button to accept the changes.

You are now set up to reset your PIN online.

To reset your PIN simply do the following:

1. Click the "Reset Password" tab on the Online Banking log in screen. You will see the following screen:

Online Banking ID:	<input type="text"/>
Email Address On File:	<input type="text"/>
Email Subject:	<input type="text"/>
	what's this

2. Enter your current Online Banking ID and email address.
3. Enter an email subject. This will be added to the PIN Self-Reset email we send you so you will know that the email from us concerning your PIN is legitimate and was generated by an inquiry of yours.
4. Within a few minutes, you will receive an email that will guide you through establishing a new password. ****NOTE** you have two hours to respond to the email; otherwise you will have to start the process over.**
5. When you receive the email from customer.service@lcbt.com, click on the link provided to reset your PIN.
6. The link connects you to a screen that asks for your Online Banking ID and the answer to the personal security question you answered.
7. Click "Submit"

A new screen will appear where you enter your new 7 - 8 digit alphanumeric PIN. (NOTE: It cannot start with a number, it should include both upper and lower case letters, numbers and special characters should be randomly placed in the password.)

7. Enter the new PIN
8. Re-enter the new PIN
9. Click "Submit"

A message will display stating, "Your PIN has been successfully updated." You can choose to "Go to Login page" or "Close Browser."

If you have not established the "Reset Password" option ahead of time, our Customer Service Department can help you. Please call (810)664-2977 during regular banking hours.

For security reasons, we cannot reset your Online Banking password using an email request.

