



Consumer Password Self-Reset Quick Reference Guide

Self Reset

(Setup is required to utilize the Self-Reset feature)

Go to www.cfbank.com and click the orange login button in the upper right hand corner of the screen

1. Enter your 12-digit FirstNet Banking ID (7008....) or Alias and click Login.

2. Next enter your FirstNet Banking PIN and click Submit.

3. Click on the Options tab at the top of the page.



4. Verify your current Email Address. If this is not the current email address, type in your email address in the Change Email Address and also in the Reenter New Email Address

5. Type in a question that is something not everyone would know but is common knowledge for you and enter that in the PIN/PASSWORD Reset Question. Next, type in the answer for that question in the PIN/PASSWORD Reset Answer.

Make sure to click Submit at the bottom of the page to save your information.

Resetting PIN/PASSWORD

Go to www.cfbank.com and click the orange login button in the upper right hand corner of the screen

1. Enter your 12-digit FirstNet Banking ID (7008....) or Alias and click Login.

2. Verify your watermark picture, and then click on Reset Password.

3. Type in your FirstNet Banking ID and your email address that is in FirstNet. Also, type in an e-mail subject. This will be something you enter for you to know that the email is authentic. Click the Submit key.

A message will appear stating you will receive an email shortly.

Information Message: Thank you. You will receive an e-mail shortly with instructions on how to reset your PIN/PASSWORD.

You will receive an email from **custserv** that will contain the email subject you entered. Click on the Link in the email to reset your password. The email is only valid for **2 hours** after submitting the request.

custserv test password reset 02/18/2011 04:03 PM 4K

You have requested that your FirstNet Banking PIN/PASSWORD be restored. To confirm this request, please [click here](#). This link will be valid for 2 hours.

4. Type in your FirstNet Banking ID and the answer to the password reset question listed. Click Submit to finish the reset.

The password has been changed back to the last 4 digits of your Social Security Number. Click Go to Login Page to go to FirstNet and change your password

Information Message: Your PIN/PASSWORD has been reset to your original PIN/PASSWORD. Click below to log in.

[Go to Login Page](#) [Close Browser](#)