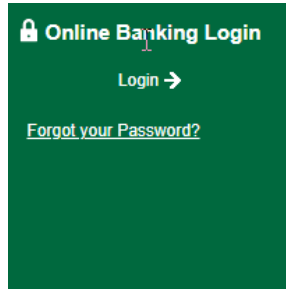


# Self-Serve Password Reset Guide for Online Banking



This guide will provide the steps required to perform a Password Reset for Online Banking.

1. Access Online Banking by visiting FNBC.ca. Click the **Login** → link.



2. On the login screen, Click the “Forgot Password?” link on the bottom left of the screen.

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The logo for First Nations Bank of Canada, featuring the words "FIRST NATIONS BANK" in a bold, green, sans-serif font, with "OF CANADA" in a smaller, white, sans-serif font inside a black rectangular box below it.  

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Card Number  
504708 |

Password 👁 Show password

Password

Remember Me

**LOGIN**

[Forgot Password?](#)

3. On the PLEASE VERIFY YOURSELF screen, enter your debit card number and your Date of Birth. Please ensure you are entering the Date of Birth in the format of yyyy-mm-dd. Click CONTINUE.

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**FIRST NATIONS BANK**  
OF CANADA


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**PLEASE VERIFY YOURSELF**

Card Number (504708)

Card Number (504708)  
Please enter your Card Number.

DATE OF BIRTH

yyyy-mm-dd 

4. For your protection, we need to verify it is you by sending you a verification code via text message or email, based on what method you selected when you enrolled in 2-Step Verification. Click CONTINUE.

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**FIRST NATIONS BANK**  
OF CANADA

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**PLEASE VERIFY YOURSELF**

For your protection, we need to verify it's you by sending you a verification code.  
How would you like to receive it?

TEXT MESSAGE (Recommended)


We will send a text message to phone number \*\*\*\*\* to authenticate your identity.

5. You should receive a text message or email containing your 2-Step Verification Code. Enter the verification code you received and Click CONTINUE. You will need to use your verification code within 10 minutes of receiving it.

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**FIRST NATIONS BANK**  
OF CANADA

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 **ENTER YOUR VERIFICATION CODE**

Please enter the verification code that was sent to phone number \*\*\*\*\*/

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**

6. A green checkmark will appear, indicating that your verification code was successfully validated. Click CONTINUE.

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**FIRST NATIONS BANK**  
OF CANADA


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 **ENTER YOUR VERIFICATION CODE**

Thank you for entering your verification code.

ENTER VERIFICATION CODE

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 **Enrolment complete**

**CONTINUE**

7. On the PASSWORD (PAC) RESET screen, enter your new password, then re-enter your new password and Click CONTINUE.

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**FIRST NATIONS BANK**  
OF CANADA

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**PASSWORD (PAC) RESET**

Please enter your new password (PAC)

New password (PAC) 👁 Show password

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Re-enter new password (PAC)

.....|


CANCEL CONTINUE

8. A green check mark indicating your password was successfully reset will appear. Click GO TO LOGIN to return to the Online Banking login page.

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**FIRST NATIONS BANK**  
OF CANADA

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**SUCCESS**

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

**GO TO LOGIN**

9. You are now ready to login to Online Banking with your new password.



Card Number

504708 |

Password

 Show password

Password

Remember Me

LOGIN

[Forgot Password?](#)

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