



Self-Serve Reset Password

Step-by-step guide.



NORTHERN SAVINGS
www.northsave.com

Reset your online banking password when it's convenient for you; with Self-Serve Reset Password there is no need to contact your branch!

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

- You must be enrolled for 2-Step Verification. (Visit your branch or check out our website at www.northsave.com to review our 2 Step-Verification guide).
- You must have a personal account. Forgot Password doesn't work for business or organization accounts.
- You need to know the last three digits of your Social Insurance Number (SIN).
- Northern Savings needs to have your correct SIN on our systems.

Contact our Technical Support at 1.855.801.5770 for assistance.

(See other side for step-by-step instructions)

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- 1 To get started, click the Login button in the top right corner of our homepage.
- 2 Select the 'Forgot Password' link found towards the bottom of the page.
- 3 The PLEASE VERIFY YOURSELF screen will appear. You will be asked to enter your Member Card number and the last 3 digits of your SIN. Click CONTINUE.

For your protection, we need to verify it is you by sending a verification code. Click CONTINUE to generate this code by SMS (text) or email.

- 4 Retrieve your code, enter it, and click CONTINUE.
*You will need to use your code before it expires (10 minutes).
- 5 A green check mark will appear, indicating that your code was successfully validated.
- 6 The PASSWORD (PAC) RESET screen will appear. Enter your new password, then re-enter your new 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 are now ready to login with your new password.

