

How to **Reset** **Your Password**



**First Federal
Lakewood**

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Resetting Your Online Banking Password

Log Into Your Account

Personal Business

Username:
Enter your username

Password:
Enter your password

LOG IN

[Forgot Password?](#)

Step 1

Click on 'Forgot Password?' in the login box on FFL.net.

Forgot password

Username * HIDE

Last 4 digits of Social Security number *

Email address *

* Indicates required field

Begin password reset

Step 2

Enter your username, last four digits of your Social Security number and email address, then click 'Begin Password Reset'.

Additional verification

First verification question: Which of the following vehicles have you ever owned or leased?
First answer *

Second verification question: Which of the following addresses have you ever been associated with?
Second answer *

Third verification question: During which of the following years did you live in Falls Church?
Third answer *

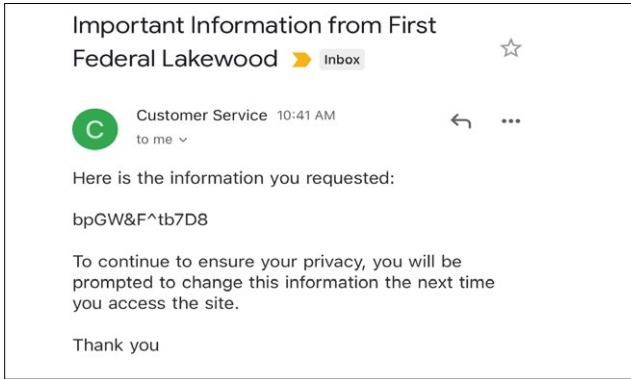
Fourth verification question: What color was your 2012 Hyundai Elantra?
Fourth answer *

* Indicates required field

Reset password

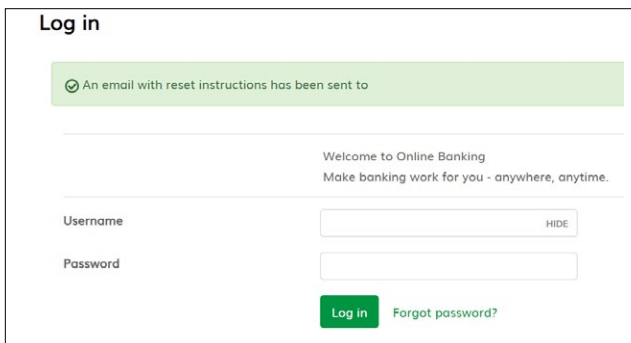
Step 3

Once you enter your information in step 2, you will be taken to the next page where it will ask you additional verification questions to verify your identity. These questions are based on the questions and answers you provided when you signed up for online banking. Click 'Reset Password' once you have filled in your answers.



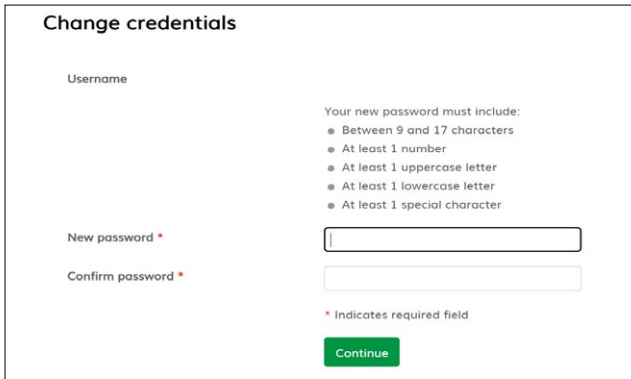
Step 4

Once you've been verified, you will receive an email from First Federal Lakewood with a new password. Copy the code from the email. If you are having difficulty answering your verification questions, please call us at (216) 529-2700.



Step 5

Return to the log in screen and enter your username and the password from the email, then click 'Log in'.



Step 6

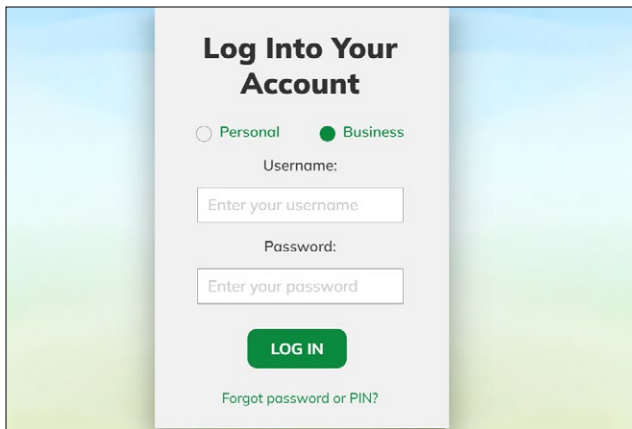
Once you log in, you will be asked to create a new password. Follow the prompts and click 'Continue'.



Step 7

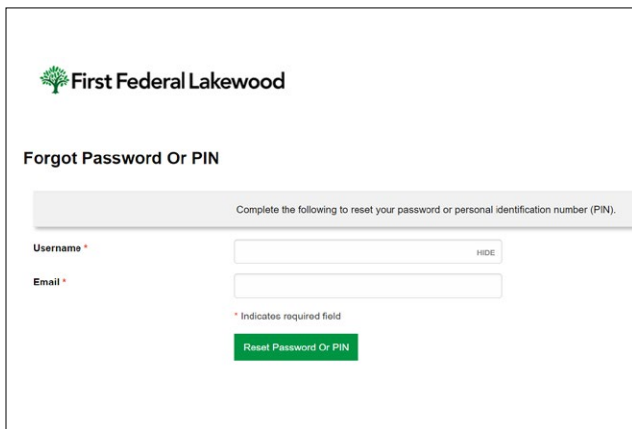
You're done! Make sure to keep your password in a safe space and never share it with anyone.

Resetting Your Business Online Banking Password



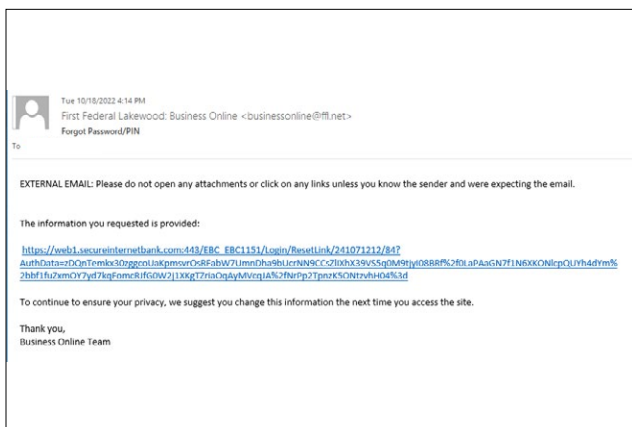
Step 1

Click on 'Forgot Password or PIN?' on the login box on FFL.net.



Step 2

Enter your username and email address, then click 'Reset Password or PIN'. An email will be sent once you enter your information.



Step 3

Click the link from your email.

Security Challenge

Security challenges, such as answering a question or providing a one-time passcode, help keep your account safe from unauthorized access. Complete the following security challenge to access your account.

Answer A Question

What Was The Model Of Your First Car?

SHOW

Don't Ask Me Again On This Device.

[Continue](#)

Step 4

The link will take you to a new page. You may be prompted with a security question if the device doesn't recognize you. Otherwise, you'll be directed to the change password screen.

Change Password

Your password helps prevent unauthorized people from logging into online banking. Changing it periodically keeps your accounts secure.

Complete the following to change your password.

Your new password must include:

- Between 9 and 17 characters
- At least 1 number
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 special character

New Password ^{*}

Confirm New Password ^{*}

* Indicates required field

[Continue](#)

Step 5

Enter a new password, then click 'Continue'.



Step 6

You're done! Make sure to keep your password in a safe space and never share it with anyone.

Best Practices for Passwords

Strong passwords are the key to keeping your accounts safe. Follow these do's and don'ts to creating and protecting your one-of-a-kind password:

DO:

- ✓ Include between nine and 17 characters
- ✓ Include a mixture of uppercase and lowercase letters
- ✓ Include numbers, but avoid using a number that can be easily guessed (e.g. your birth date)
- ✓ Include special characters (e.g. \$, %, &, @, !)
- ✓ Use different passwords for every online account
- ✓ Always log out of your accounts when using public computers

DON'T:

- ✗ Create passwords based off personal information (e.g. your mother's maiden name, your dog's name, your street address)
- ✗ Use words that are easily guessed (e.g. cat, dog, mom)
- ✗ Use common phrases
- ✗ Never share your password with anyone

✓ Examples of strong passwords:

- 4252!+c4ndy
- 1l0v3b4sK3tbAa!!

✗ Examples of weak passwords:

- password123
- Johnsmith1980