

Changing a Password in The Ohio Benefit Bank™

Effective 1/23/17 an update was released due to IRS changes that requires users (both counselors and clients) to change their password to a stronger one. These requirements also apply to new passwords that are set up. The password:

- ✓ Must be between 8-30 characters long
- ✓ Must have at least one upper-case letter, one lower-case letter, one number AND one symbol character in it
- ✓ Cannot contain the login name

Some users are required to complete a brief verification process that is detailed in step 3 below.

Steps to Update a Password:

The first time that you log in you will see the “Change Password” Screen.

Step 1:

Type in the new password that meets the new requirements listed on the screen in the “New Password” box.

Step 2:

Type the password again in the “New Password (repeat)” box.

Tips:

- ✓ If the new password meets the requirements the New Password text and box will turn green.
- ✓ Click “SHOW” to display the password you are typing.
- ✓ The bar below the New Password box shows the strength of the password.

Change Password

To make sure your information and that of your clients stays safe, please choose a new password.

Your password:

- must be between **8-30 characters** long
- must have at least **one upper-case letter, one lower-case letter, one number** and **one symbol character** in it
- cannot contain your login name

New Password:


SHOW

Your password must be between 8-30 characters long. It must contain a combination of upper- and lower-case letters, numbers, and other characters. It cannot contain your login name.

New Password (repeat):

SHOW

I'm not a robot



reCAPTCHA
Privacy - Terms

Update

Step 3 (without verification):

Check "I'm not a robot".



I'm not a robot 
reCAPTCHA
[Privacy - Terms](#)

Change Password

To make sure your information stays safe, please choose a new password.

Your password:


- must be between **8-30 characters** long
- must have at least **one upper-case letter, one lower-case letter, one number** and **one symbol character** in it
- cannot contain your login name

New Password:

 SHOW

New Password (repeat):

 SHOW

I'm not a robot 
reCAPTCHA
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IF the check mark turns green, click the "Update" button and you will be logged in and see the home page. Your password has been successfully updated and you are done.

Step 3 (with verification):

OR

IF a pop-up window with a sentence and images appears:

- Click on all images that match the item in the sentence and then click “Verify”.
- The pop-up window will close and there will be a green check next to “I’m not a robot”.
- If the correct images were not selected**, a new phrase and set of photos will appear. If this happens, repeat step a (above) until the pop-up screen closes and the check mark is green.
- Click the “Update” button and you will be logged in and see the home page. Your password has been successfully updated.

