

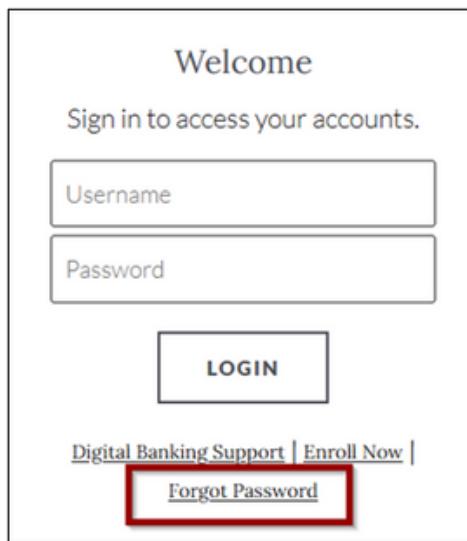
# Resetting Password and Username

## MYFW Digital Business Banking Platform Guide

This guide will provide instructions on how to reset your password for our business online platform. If you are unsure whether First Western Trust Bank has your current contact information, contact your Private Banker for verification.

On the login screen, select **Forgot Login?**

- You will be redirected to a secure First Western Trust Bank webpage.



Welcome

Sign in to access your accounts.

Username

Password

LOGIN

[Digital Banking Support](#) | [Enroll Now](#) | [Forgot Password](#)

Enter the phone number associated with your profile.

Input your username.

- If you do not recall your username, select the **Forgot Username** link. You will then be prompted to provide the email address linked to your profile.
- Click **Send me a new password** to proceed.



**Can't access your account?**

We will send you a temporary password to a phone number associated with your account.

Provide the following information and we'll send you a temporary password.

Phone number

+1 (xxx) xxx-xxxx

Username

[Forgot Username](#)

- You will receive a temporary password via phone call or text message.
- Phone message option:
  - If you receive the password by phone, please record it for your reference. **You will be required to provide this password again**, and it will remain valid for 30 minutes.
- On the next page, please enter your temporary password followed by your new password.
- Please ensure that your new password is different from your previous password.
- Password Requirements:
  - Must be between 10 and 32 characters long
  - Must contain characters from at least two of the following categories (letters, numbers)
  - Must contain a special character

## Questions?

Contact your Private Banker for additional information.