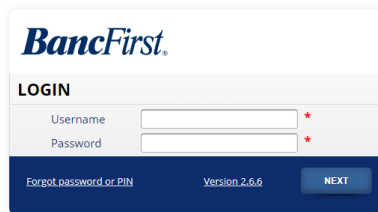


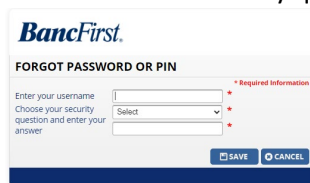
## BancFirst Lockbox Archive Forgot Password or PIN

### ❖ Forgot Password or PIN

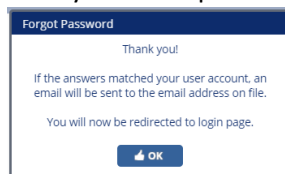
- If you forget your Password or PIN, click on “Forgot password or PIN” in the lower left hand corner of the login screen.



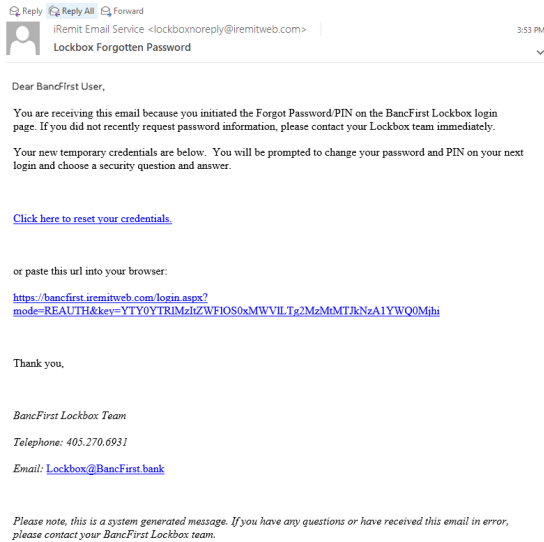
- Enter your username.
- Select your established security question from the dropdown.
- Answer the established security questions and click SAVE.



- The system will present the below message:



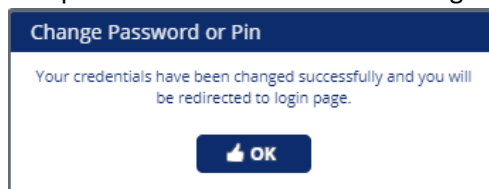
- If the information provided on the FORGOT PASSWORD OR PIN page was correct, a system generated email will be sent to the email address associated with your user containing further instructions and a link to reset your credentials.



- From the email, click on the “Click here to reset your credentials” link.
  - This will open a link in your default web browser.
- Check mark the box next to the field you wish to update. If you wish to update your password and PIN checkmark both sections.
  - Password Requirements- must be a minimum of 8 characters, including 1 uppercase character and 1 numeric character.
  - PIN Requirement- minimum of 4 characters
- Enter your new password and/or PIN and click SAVE.

The screenshot shows the BancFirst 'Change Password' web form. The form has a navigation bar with 'Home', 'Security', 'Setup', 'Batch', 'Reports', and 'Contact Us'. The main heading is 'Change Password' with a sub-heading 'Change Password or Pin' and a red asterisk indicating required information. The form contains two sections: 'Change Password' and 'Change Login PIN'. Each section has a checkbox to toggle the update, a 'New' field, and a 'Confirm' field. The 'Username' field is pre-filled with 'BancFirst User'. A 'SAVE' button is located at the bottom right of the form.

- You will be presented with the below message and directed back to the login page.





*To Oklahoma & You.™*

## **For Assistance**

For further assistance with password or PIN resets, research assistance, or general questions, please call our Commercial Client Services department at 405-270-4785 or email at [ClientServices@BancFirst.bank](mailto:ClientServices@BancFirst.bank).

To schedule training, please reach out to our BancFirst Treasury Training Team at 405-218-4141 or by email at [TreasuryTraining@bancfirst.bank](mailto:TreasuryTraining@bancfirst.bank).

For assistance with lockbox processing, please reach out to our Lockbox team at [lockbox@BancFirst.bank](mailto:lockbox@BancFirst.bank).