

Business Banking User ID Reminder & Password Reset

Customer Support Contact Information

Reach a Customer Service Support Representative by contacting us at:

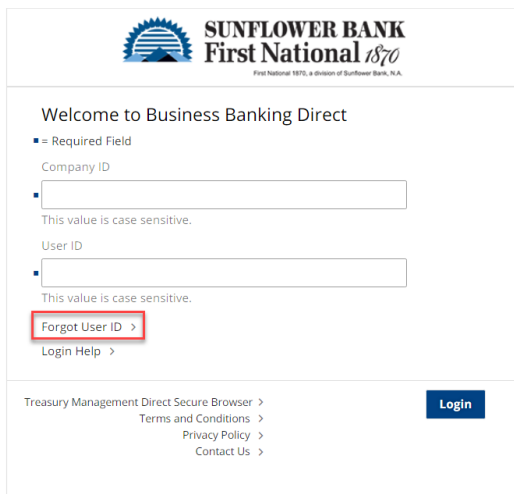
Phone: 888-827-5564

Email: CustomerService@SunflowerBank.com

Mon - Fri 8:00 am - 7:00 pm CT

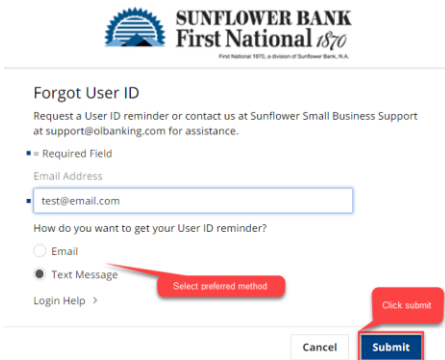
Self-Serve User ID Reminder

From the login screen, select **Forgot User ID**



The screenshot shows the Sunflower Bank Business Banking Direct login page. At the top is the Sunflower Bank First National 1870 logo. Below the logo, it says "Welcome to Business Banking Direct". There are two required fields: "Company ID" and "User ID", both with text boxes and the note "This value is case sensitive." Below the User ID field is a link for "Forgot User ID" which is highlighted with a red box. There is also a "Login Help" link. At the bottom right is a blue "Login" button. On the bottom left, there are links for "Treasury Management Direct Secure Browser", "Terms and Conditions", "Privacy Policy", and "Contact Us".

Type in your email address, select the preferred method delivery and click **Submit**

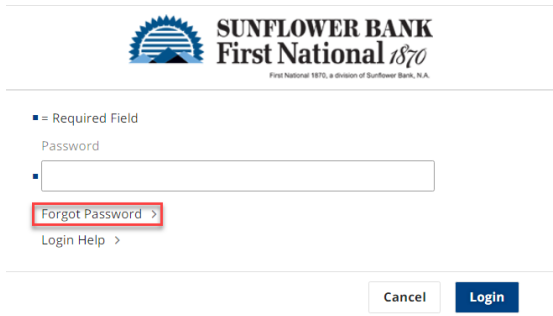


The screenshot shows the "Forgot User ID" form. At the top is the Sunflower Bank First National 1870 logo. Below the logo, it says "Forgot User ID" and "Request a User ID reminder or contact us at Sunflower Small Business Support at support@olbanking.com for assistance." There is a required field for "Email Address" with a text box containing "test@email.com". Below this is the question "How do you want to get your User ID reminder?" with two radio button options: "Email" and "Text Message". The "Text Message" option is selected and highlighted with a red circle. A red arrow points to the "Text Message" option with the text "Select preferred method". At the bottom right is a blue "Submit" button, also highlighted with a red box and a red arrow with the text "Click submit". At the bottom left is a "Cancel" button. There is also a "Login Help" link.

A notification will be sent with a User ID Reminder.

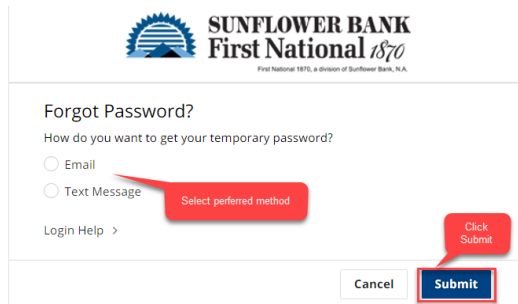
Self-Serve Password Reset

After completing the Company ID and User from the login screen, select **Forgot Password**



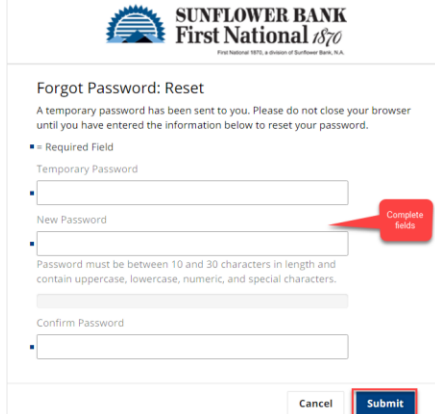
The screenshot shows the Sunflower Bank login page. At the top is the Sunflower Bank logo and the text "SUNFLOWER BANK First National 1870". Below the logo is a legend indicating that a blue square icon represents a "Required Field". There is a "Password" input field with a blue square icon to its left. Below the password field is a link labeled "Forgot Password" with a right-pointing arrow, which is highlighted with a red box. Below that is a "Login Help" link with a right-pointing arrow. At the bottom of the form are two buttons: "Cancel" and "Login".

Select preferred delivery method and click **Submit**




The screenshot shows the "Forgot Password?" screen. At the top is the Sunflower Bank logo and the text "SUNFLOWER BANK First National 1870". Below the logo is the heading "Forgot Password?" and the question "How do you want to get your temporary password?". There are two radio button options: "Email" and "Text Message". The "Text Message" option is selected, and a red callout bubble points to it with the text "Select preferred method". Below the options is a "Login Help" link with a right-pointing arrow. At the bottom of the form are two buttons: "Cancel" and "Submit". The "Submit" button is highlighted with a red box, and a red callout bubble points to it with the text "Click Submit".

Complete the temporary password, new password and click **Update Credentials**



The screenshot shows the "Forgot Password: Reset" screen. At the top is the Sunflower Bank logo and the text "SUNFLOWER BANK First National 1870". Below the logo is the heading "Forgot Password: Reset" and a message: "A temporary password has been sent to you. Please do not close your browser until you have entered the information below to reset your password." There is a legend indicating that a blue square icon represents a "Required Field". There are three input fields: "Temporary Password", "New Password", and "Confirm Password". The "New Password" field is highlighted with a red box, and a red callout bubble points to it with the text "Complete fields". Below the "New Password" field is a note: "Password must be between 10 and 30 characters in length and contain uppercase, lowercase, numeric, and special characters." At the bottom of the form are two buttons: "Cancel" and "Submit". The "Submit" button is highlighted with a red box.

Once credentials have been updated, a successful message will display and the page will be directed back to the login page.

 Your password has successfully been reset.