**Forgot Password**

1. You can reset your password yourself if you forget it. Click on the *Forgot your password* link from the login screen.

![Password Reset](image1)

2. You need to enter your Login ID first. Click *Submit* when you are done.

![Login ID](image2)

3. Next, you will receive a Security Access Code. This will be sent to one of the devices we have stored for you. You must select one of these, you cannot enter a new device at this time.

![Security Access Code](image3)

4. Enter the code you received, and click *Submit*.

![Enter Security Access Code](image4)
5. You can now enter a new password. The requirements are shown on the screen to help. Click Submit when you are done.

6. You now need to choose if you want to register your device. If you choose to register your device you will not need to receive and enter a Security Access Code next time you log on, you will only need to enter your Login ID and password.

Are you on a private computer or mobile device that you will use regularly to access online banking? If so, you can register your browser (Device) for future access. If you are at a public computer, select Do Not Register Device and this computer will not be registered.

Note: To register your computer, we will place a Secure Token in your browser. Your PC must be configured to accept “cookies” from this site. The number of allowable registrations may be limited for the security of your account.

That’s the final step, you now have a new password that you need to use whenever you use Cathay Bank Online Banking.