

How to guide

Resetting your password

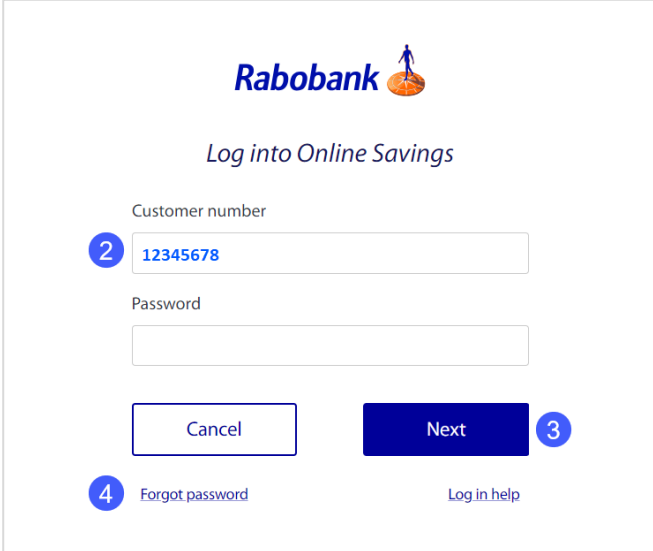
There are slight visual variations for iOS vs Android devices.


Step 1: Navigate to the Internet Banking website login page

Step 2: Enter your customer number for the account you wish to access

Step 3: Click 'Next'

Step 4: Click 'Forgot Password'



Rabobank 

Log into Online Savings

Customer number

2 12345678

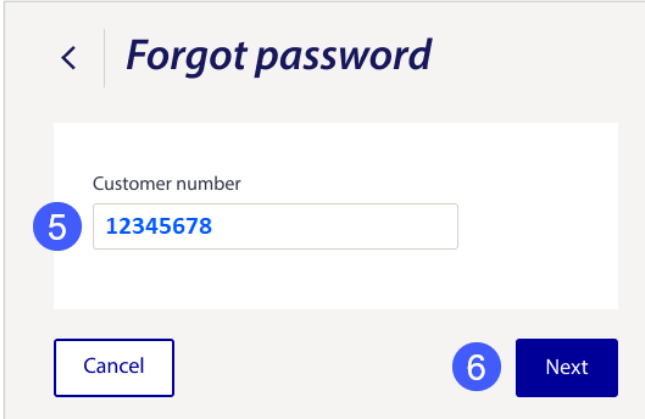
Password

Cancel Next 3

4 Forgot password Log in help

Step 5: Re-enter your customer number

Step 6: Click 'Next'



< ***Forgot password***

Customer number

5 12345678

Cancel 6 Next

Step 7: Enter your mobile number

Note: Ensure mobile number used matches the last 4 digits shown on your screen.

Step 8: Click 'Next'

< **Set password**

Customer number

12345678

Please confirm your mobile number ending with 1234

7 02123456789 / +642123456789

Cancel 8 Next

Does the question 'Do you have access to the Secure Code on your device?' appear on your screen?

If Yes, go to Step 9 or 10

If No, go to Step 19

Step 9: If you have access to Secure Code on your device, select 'Yes'.

Follow steps 11-18 and 23-26

Step 10: If you do not have access to Secure Code on your device, select 'No'.

Follow steps 11 and 19-26.

Step 11: Click 'Next'.

< **Forgot password**

Customer number

12345678

Please confirm your mobile number ending with 1234

02112345678 / +642112345678

Do you have access to the Secure Code on your device?

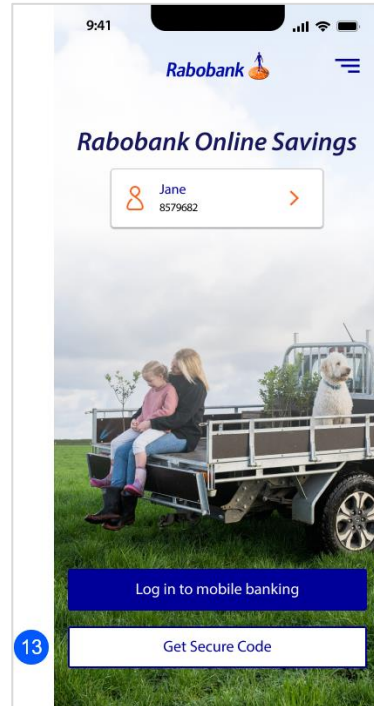
9 Yes 10 No

Cancel 11 Next

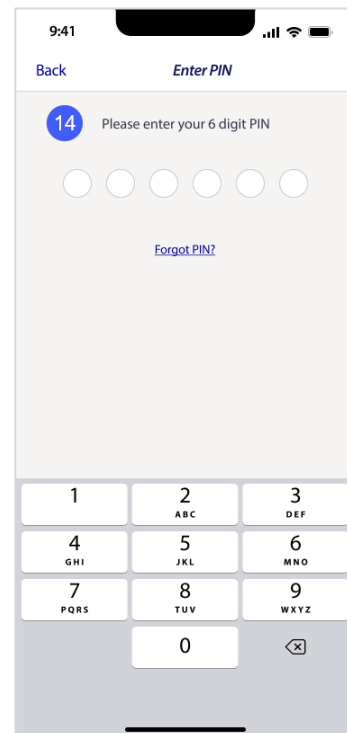
If you have access to your Secure Code

Step 12: Open the mobile app

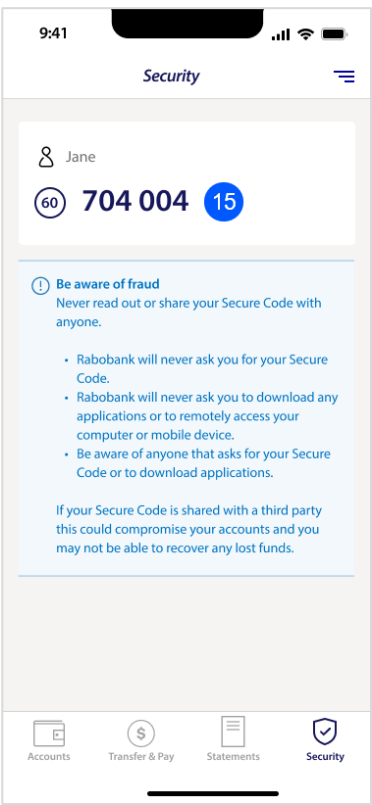
Step 13: Click 'Get Secure Code'



Step 14: Enter the 6 digit PIN



Step 15: View the Secure Code.



Step 16: Return back to the Internet Banking website

Step 17: Enter the Secure Code from the mobile app

Step 18: Click 'Next'

Go to Step 23 if you have access to your Secure Code

< **Forgot password**

Customer number

12345678

Please confirm your mobile number ending with 1234

02112345678 / +642112345678

Do you have access to the Secure Code on your device?

Yes

Secure Code ⓘ

17 704004

Cancel 18 Next

If you do not have access to your Secure Code

Step 19: Enter your 'Date of birth'

Step 20: Click 'Next'

<

Forgot password

Customer number

12345678

Date of birth

1901/01/1900

Please confirm your mobile number ending with 1234

02112345678 / +642112345678

Do you have access to the Secure Code on your device?

No

Cancel

20Next

Step 21: Please enter the verification code received via text message.

Note: You can select the button 'Send code via email' if you prefer to receive the verification code via email.

Step 22: Click 'Next'.

<

Forgot password

We have sent the verification code to the number ending with 1234

21123456

[Resend code](#)

Can't receive via mobile number?

Send code via email

Cancel

22Next

Setting the password once you have been authenticated

Step 23: You will now be able to create a new password

Note: Password criteria must be met as shown under 'Password rules'. As you meet the criteria, it will show a green tick

Step 24: Click 'Confirm' once done

Note: You may receive an error if you are trying to use a password that has been used before

Create password

23 Password*

23 Confirm password*

Password rules

Your password must have the following

- ✓ 8 to 15 characters
- ✓ At least one upper case letter
- ✓ At least one lower case letter
- ✓ At least one number
- ✓ At least one special character
- ✓ The Password and Confirm password must also match


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Step 25: A pop-up will appear to confirm that the password has been reset

Step 26: Click 'Continue' to complete the password reset journey

Note: You will now need to log back in using that newly set password

Password reset successful!



Your password has been changed successfully.
Please login with your new password to continue banking.

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