Locked out or forgot your password

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After five incorrect password attempts, online banking locks your account for your protection.

Reset your password

1. On the sign-in page, select **Forgot password**.
2. Enter your username and the last four digits of your Social Security number.
3. Enter the one-time code we send to your phone or email on file.
4. Create a new password. You can't reuse any of your last five passwords.

Still locked out?

Call us at (555) 014-3300. We'll verify your identity with a few questions and unlock your account. If your phone number or email has changed, you'll need to update your contact info at a branch first.

A real Featherstone employee will never ask you for a one-time code. If someone asks for one, it's a scam. See Spot common scams.