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'

	Rabob	ank 🍐	
	Log into Or	line 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'

< Forgot password	
Customer number 12345678 Please confirm your mobile number ending with 4442 0412345678 / +61412345678	
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 4442	
0412345678 / +61412345678	
Do you have access to the Secure Code on your device?	
Yes / No 🔻	

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

9:41		■ \$ II.
Back	Enter PIN	
14 Pleas	e enter your 6 dig	t PIN
	Forgot PIN?	
1	2 авс	3 Def
4 6ні	5 JKL	б мно
7 PQRS	8 TUV	9 wxyz
	0	$\langle \times \rangle$
		•

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

Customer number	
Please confirm your mobile num with 4442	ber ending
0412345678 / +6141234	15678
Do you have access to the Secu your device?	ire Code on
Yes	•
Secure code ⑦ 704004	

If you do not have access to your Secure Code

Step 19: Enter your 'Date of birth'

Step 20: Click 'Next'



Step 21: Please enter the verification code received from Rabobank 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'.



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

Pass	sword*
**	*****
Con	firm password*
:	****
Pa	ssword rules
You	r password must have the following
~ 8	3 to 15 characters
~ /	At least one upper case letter
	At least one lower case letter
	At least one special character
√ 1	The Password and Confirm password must also mate

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

