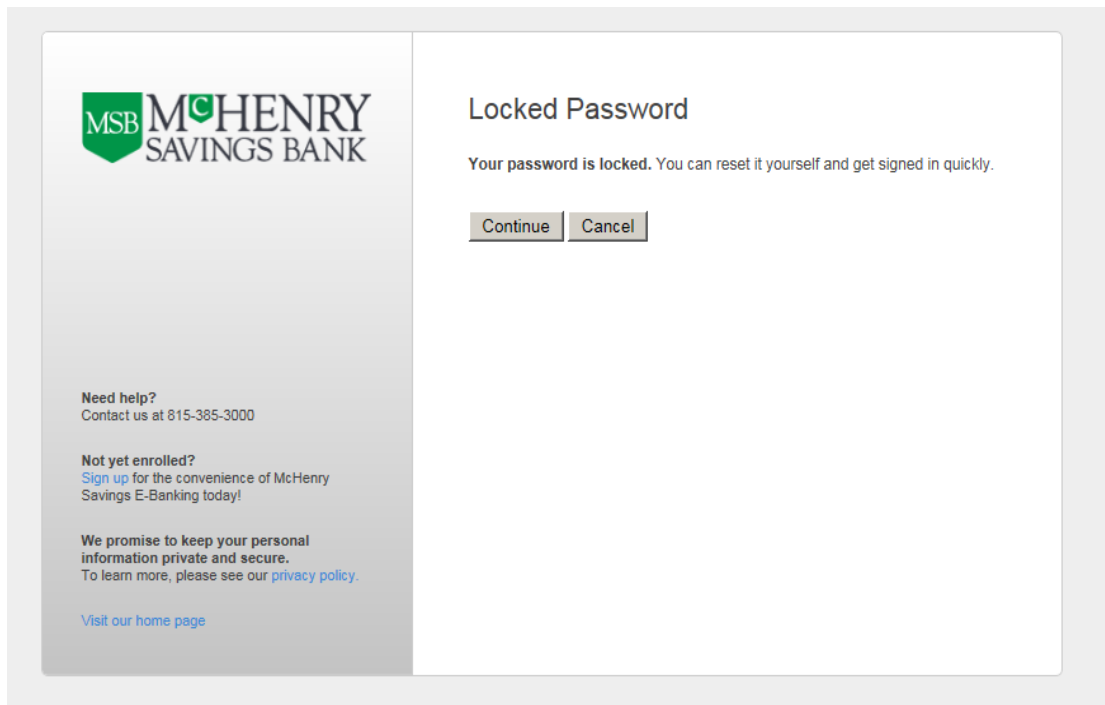
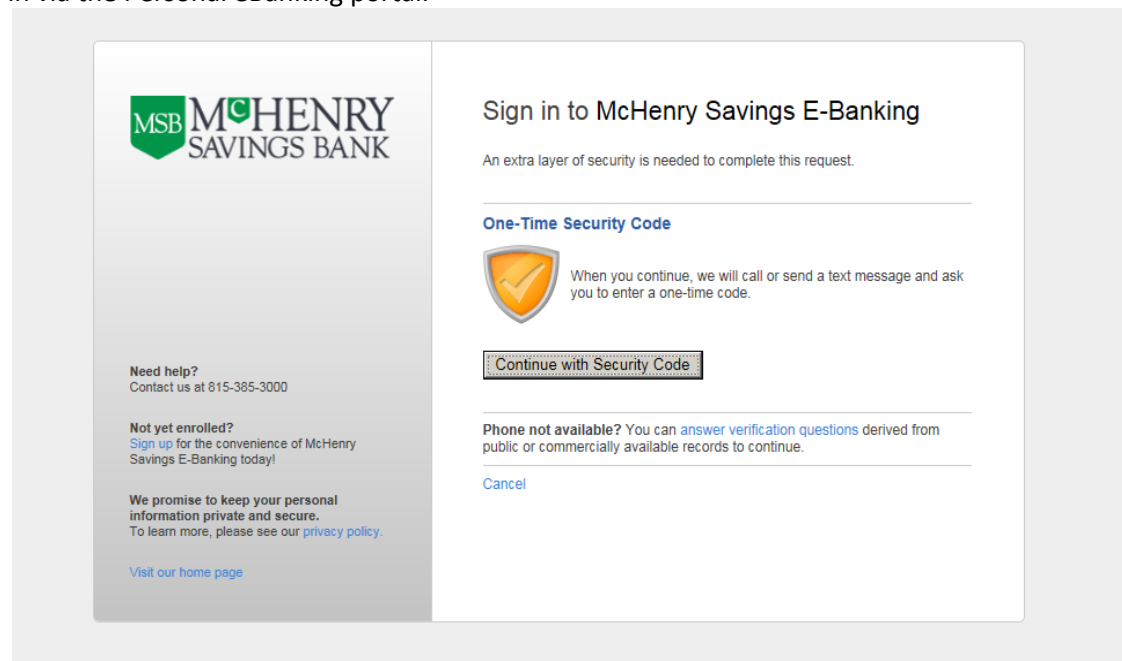


How to Unlock your Online Personal eBanking Access



You will receive this message screen when your eBanking is locked out after three attempts to get the correct password. If you are using the mobile app in your attempts, the "locked out" message will be to call Customer Service. You can reset your own password by visiting the MSB website at www.mchenrysavings.com and logging in via the Personal eBanking portal.



STEP 1: Click on "Continue with Security Code".

- * The system accesses phone numbers you have on file at MSB and will call or text you regarding the Security Code.
- * Please have your phone ready and next to you to complete Step 2.

How to Unlock your Online Banking Access

One-Time Security Code

Tell us where to reach you

We need to call or send a text message to complete this process. Please tell us where you can be reached.

Phone: (XXX) XXX-0894
 (XXX) XXX-6458

Text Message: Send a text message to a mobile phone on record.
Note: Standard text message rates apply. Please contact your wireless carrier for details.

[My phone number is not listed](#)

please see our [privacy policy](#)

Receive a phone Call

One-Time Security Code

Tell us where to reach you

We need to call or send a text message to complete this process. Please tell us where you can be reached.

Phone: (XXX) XXX-0894
 (XXX) XXX-6458

Text Message: Send a text message to a mobile phone on record.
Note: Standard text message rates apply. Please contact your wireless carrier for details.

[My phone number is not listed](#)

please see our [privacy policy](#)

Receive a text

STEP 2: Choose Your contact Method

- * Choose phone call and a security code will pop up on your screen and you will receive an automated phone call from the bank where you will need to enter your security code. (Skip to step 4 when completed)
- * Choose text message for a security code to be sent via text (See step 3 to choose phone number for text).

MSB M SAV

One-Time Security Code

Enter your mobile phone number

Please enter the mobile phone number you have on record with us. We will send you a text message with a one-time security code.

Important: By clicking Send Text Message, you agree to the [Terms of Use](#). Standard text message rates apply. Contact your wireless carrier for details.

Country/region:

Mobile phone number:

(Area/city code and local number)

Need help? Contact us at 815

Not yet enrolled? Sign up for the co Savings E-Banking

We promise to keep information private. To learn more, please see our [privacy policy](#)

[Visit our home page](#)

STEP 3: Text Message Only

- * Enter area code and 7-digit phone number of the mobile phone number we have on file for you to receive a text. Once you get the text, you will need to enter the code sent via text on the screen that pops up on your computer.

How to Unlock your Online Banking Access

The screenshot shows the 'Reset password' page for McHenry Savings Bank. On the left side, there is a sidebar with the bank's logo (MSB McHENRY SAVINGS BANK) and three sections: 'Need help?' with contact information (815-385-3000), 'Not yet enrolled?' with a 'Sign up' link, and a privacy promise with a 'privacy policy' link. At the bottom of the sidebar is a 'Visit our home page' link. The main content area is titled 'Reset password' and includes the instruction: 'Please provide the information below and click Submit.' Below this are two input fields: 'New password:' and 'Confirm new password:'. A list of password requirements is provided: 'Your password: Must be 8 to 32 characters long, Must include at least one letter and one number, Cannot include spaces, Cannot include a character that repeats more than 3 times, Is case sensitive, Can include the following characters: ! @ # \$ % ^ & * (_ + = | / ? ; : .) { - []'. At the bottom of the main area are 'Submit' and 'Cancel' buttons.

STEP 4: Success! You can now reset a new password.

The screenshot shows the 'Change Password' confirmation page for McHenry Savings Bank. On the left side, there is a sidebar with the bank's logo (MSB McHENRY SAVINGS BANK) and three sections: 'Need help?' with contact information (815-385-3000), 'Not yet enrolled?' with a 'Sign up' link, and a privacy promise with a 'privacy policy' link. At the bottom of the sidebar is a 'Visit our home page' link. The main content area is titled 'Change Password' and includes the heading 'Confirmation' and the message: 'Your password was changed. Click Continue to access your financial information.' Below this are 'Continue' and 'Sign Out' buttons.

STEP 5: You have the option to continue to your MSB eBanking or sign out.