

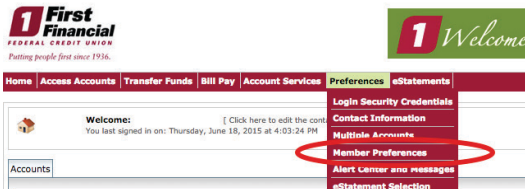
If you've forgotten your password:

STEP 1

Log into Online Banking.

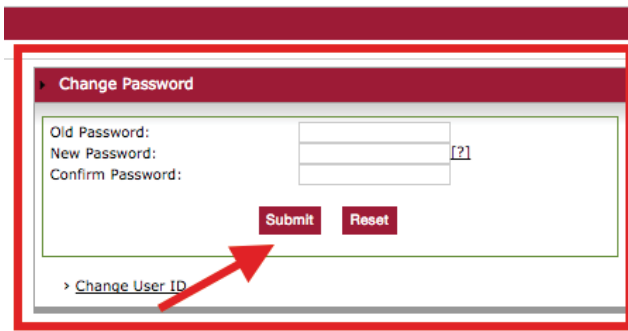
STEP 2

Click on the **Preferences** tab, then the **Member Preferences** option in the dropdown menu.



STEP 3

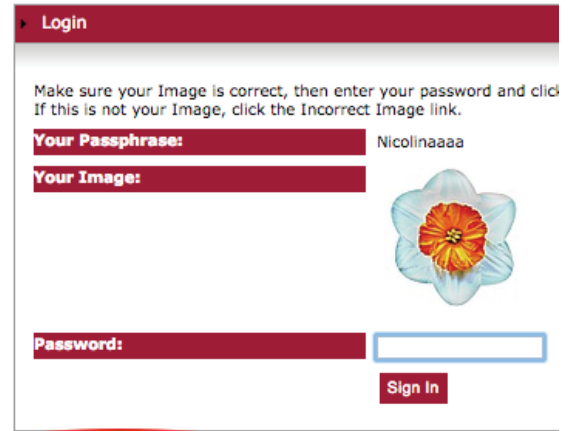
On the right hand side, you'll see the **Change Password** box. You will need to enter your current password, then your new password, then confirm the new password by entering it again. Click **submit**.



The next time you log in, you will enter the new password.

STEP 1

Click on the **Forgot your password?** link below the Login box.



[Forgot your password?](#)
[Forgot your Image or Passphrase?](#)

STEP 2

Complete the authentication information and click the **Submit** button.

Step 1: Provide answers to the following authentication questions:
Fill in the form below and click the submit button.
All fields are required

User ID:

Primary Account Holder Name*:

*Enter your name as it appears on your statement.

Social Security Number:

Date of Birth:

ZIP Code:

STEP 3

You will be prompted to change your password.

STEP 4

Once you've created a new password, you will be prompted to log in from the beginning using that password.

There are two ways to get locked out of Online Banking:

- If you enter three incorrect password attempts consecutively.
- If you enter three incorrect authentication responses consecutively.

If you get locked out during the authentication process, contact First Financial at 732.312.1500, option 9 and a representative will assist you Monday – Friday 8 am – 6 pm and Saturday 8:30 am – 1 pm.