

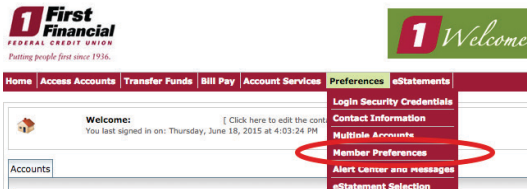
If you've forgotten your password:

**STEP 1**

Log into Online Banking.

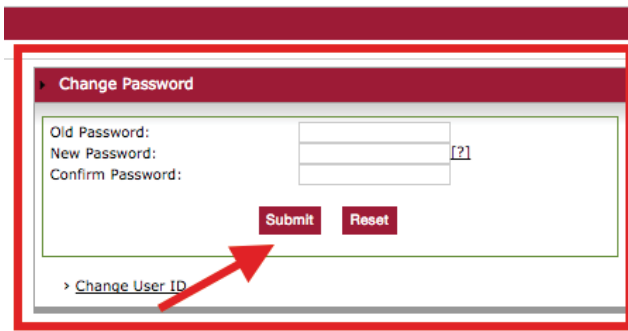
**STEP 2**

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



**STEP 3**

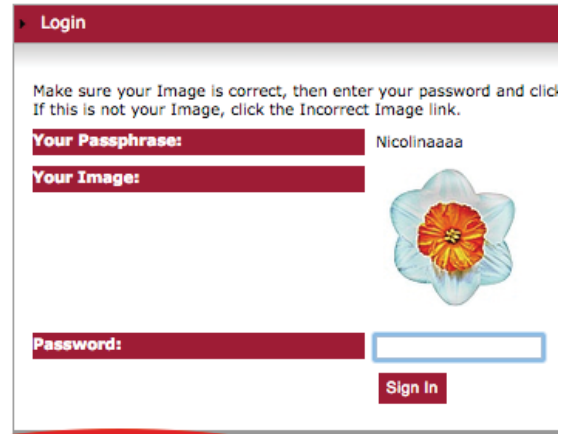
On the right hand side, you'll see the **Change Password** box. You will need to enter your current password, then your new password, then confirm the new password by entering it again. Click **submit**.



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 8am – 6pm and Saturday 9am – 12:30pm.