

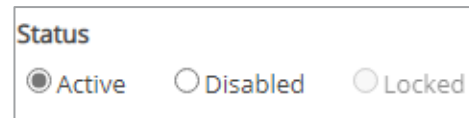
## How to Unlock or Reset Passwords for Additional Users (Sub-users)

Users with access to the entitlement called “Manage Users” can reset and unlock other sub-users through their Business Online profile with the following steps:

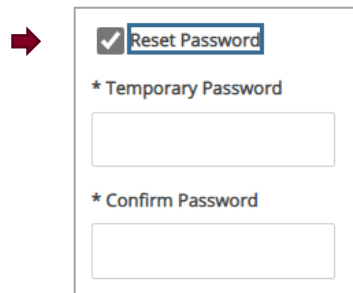
1. From the Main menu, select **Service Center**.
2. From the Service Center dropdown menu, select **Users**.
3. Locate the user and click the **Edit User** button (small pencil icon to the right of the user’s name).



4. Change the user’s status to **Active**, if their Password status shows as Locked.



5. If needed, place a check mark next to **Reset Password**, then enter a **Temporary Password** for the user.

 A screenshot of a form with a red arrow pointing to it from the left. The form has a checked checkbox labeled 'Reset Password', followed by a text input field labeled '\* Temporary Password', and another text input field labeled '\* Confirm Password'.

6. Click **Save**.

The user can now log in again. If you changed the user’s password, please provide the temporary password to the user for their next login attempt.

If the user has locked out their security questions, please contact Needham Bank’s Business Online assistance.