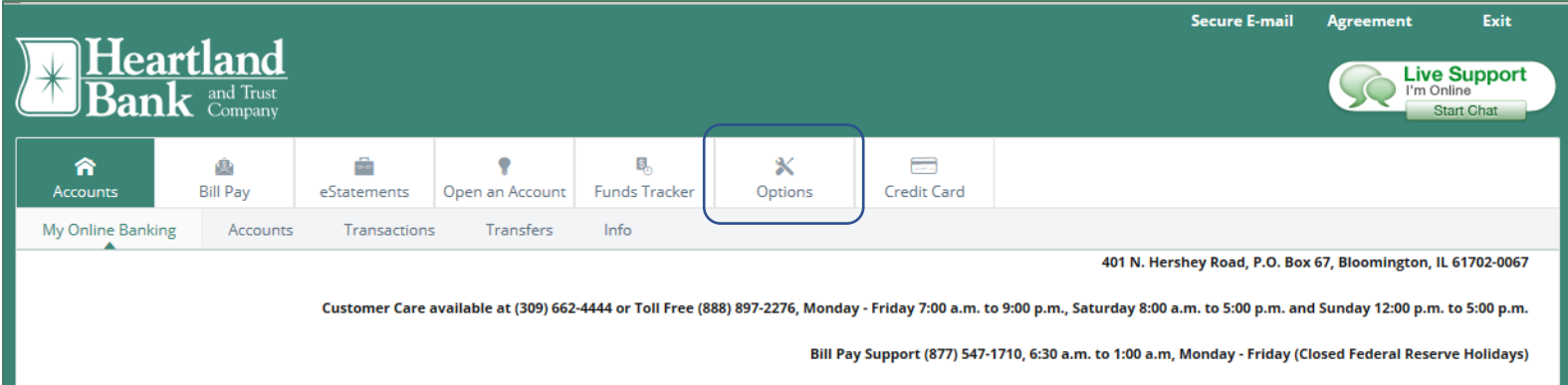


## Online Banking Password Self-Reset

If you have locked yourself out of Online Banking or if do not remember your password, you can easily reset the password yourself. Before you can reset your password, your current Email Address, Password Reset Question, and Password Reset Answer fields must be completed.

These fields are modified by selecting the **Options** tab after initial logon.

- If you need password reset assistance, contact our Customer Care Center at 888-897-2276. Representatives are available Monday - Friday 7am - 9pm, Saturday 8am - 5pm and Sunday 12pm - 5pm.

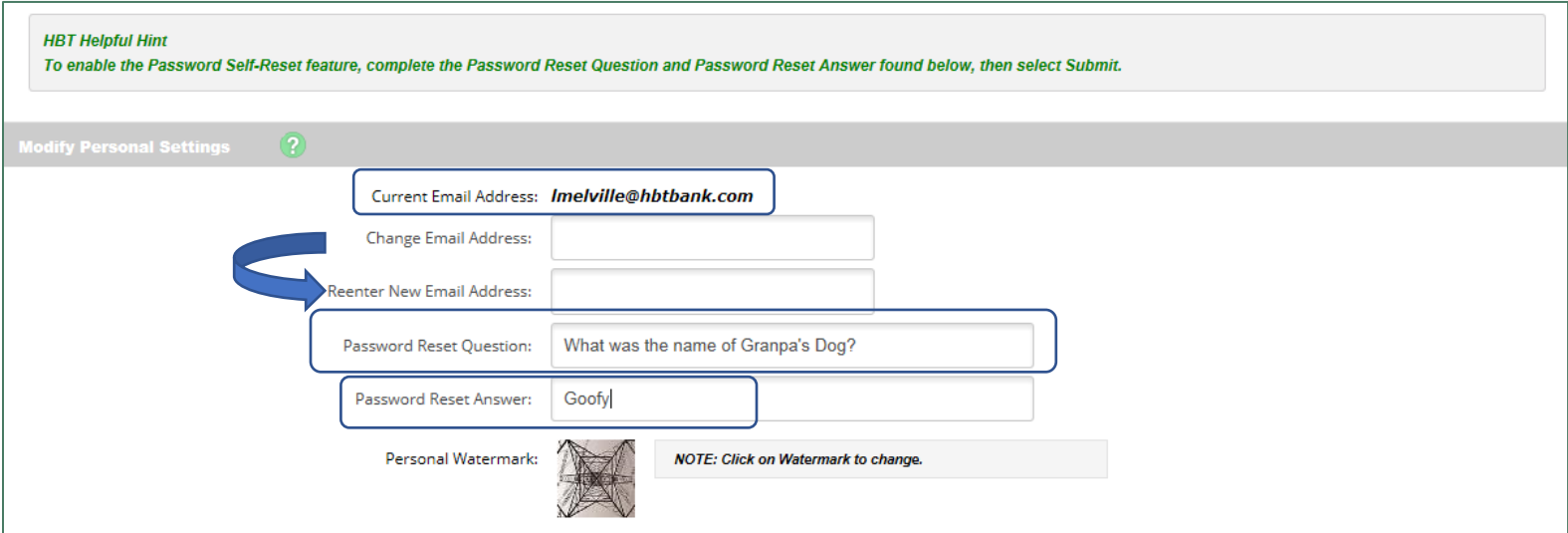


### 1. Enter your Current Email Address

\*If the **Current Email Address** is already on file, as shown below, verify for accuracy. The Email Address may be changed at this time. If applicable, complete the **Change Email Address** field as well as the **Reenter New Email Address** field.

### 2. Enter the Password Reset Question of your choice \* The question should NOT be Public information or a question with an answer that may be easily guessed.

### 3. Enter the corresponding Password Reset Answer \* The Answer is case sensitive and should only be known to you for your protection.



#### 4. Select Submit

Password Reset Question:

Password Reset Answer:

Personal Watermark:



*NOTE: Click on Watermark to change.*

Heartland Bank Online ID **HBTTEST2019**

Enter New

**Heartland Bank Online ID Rules**

- Must contain at least 1 letter
- May contain numbers
- May contain the following special characters: + \_ % @ ! \$ \* ~
- Must be between 4 and 12 characters

Heartland Bank Online Password

Enter Current

Enter New

Enter New Again

**Password Rules**


- Must contain at least 1 letter
- Must contain at least 1 number
- May contain the following special characters + \_ % @ ! \$ \* ~
- Must be between 13 and 25 characters in length
- Must not match or contain your ID
- Must not match one of the previous 4 Passwords

**Submit**

Once your Email Address, Password Reset Question and Password Reset Answer have been established you may reset your password at your convenience.

Signon to your account using your **Heartland Bank Online ID** → Select **Submit**

Login to Heartland Bank Online ? Enroll Test Browser Home Page



### Wealth Management

As your life's priorities change, a *secure financial future* takes on new meaning.  
Let us help you plan.

**Important Dates**  
Please Note: We follow the Federal Reserve Bank [holiday schedule](#).

Martin Luther King Day - Monday January 20th - Bank Lobbies and Drive-Ups will be closed in observance of Martin Luther King Day

Our Customer Care Center will be available between 7:00am - 9:00pm. For assistance please call 888-897-2276.

[Contact Us](#)

Electronic Banking Team  
Commercial Account Manager (CAM) ACH transactions  
Phone: (855) 244-1215  
Email: [CAM@hbtbank.com](mailto:CAM@hbtbank.com)


Heartland Bank Online ID:

Some internet browsers may save user names and passwords. This will automatically complete any login for you and may allow people at your computer to use your logins without knowing your passwords. For your security, please review your internet browser's "Help" section, or contact their Customer Support, to see if this option is available and how to turn it off.

If you do not know your Heartland Bank Online Password, select the **Forgot Password** link found under the **Submit** icon

Login to Heartland Bank Online ? Enroll Test Browser Home Page

Please verify your personal image!  
For security purposes, each time you login, verify the image on the left is the image you selected as your Personal Identification Image.



If you have not set up your Personal Identification Image, a random image will appear. When you login, you will be prompted to select an image.

Heartland Bank Online ID: Hbtttest2019

Heartland Bank Online Password:

[Forgot Password?](#)

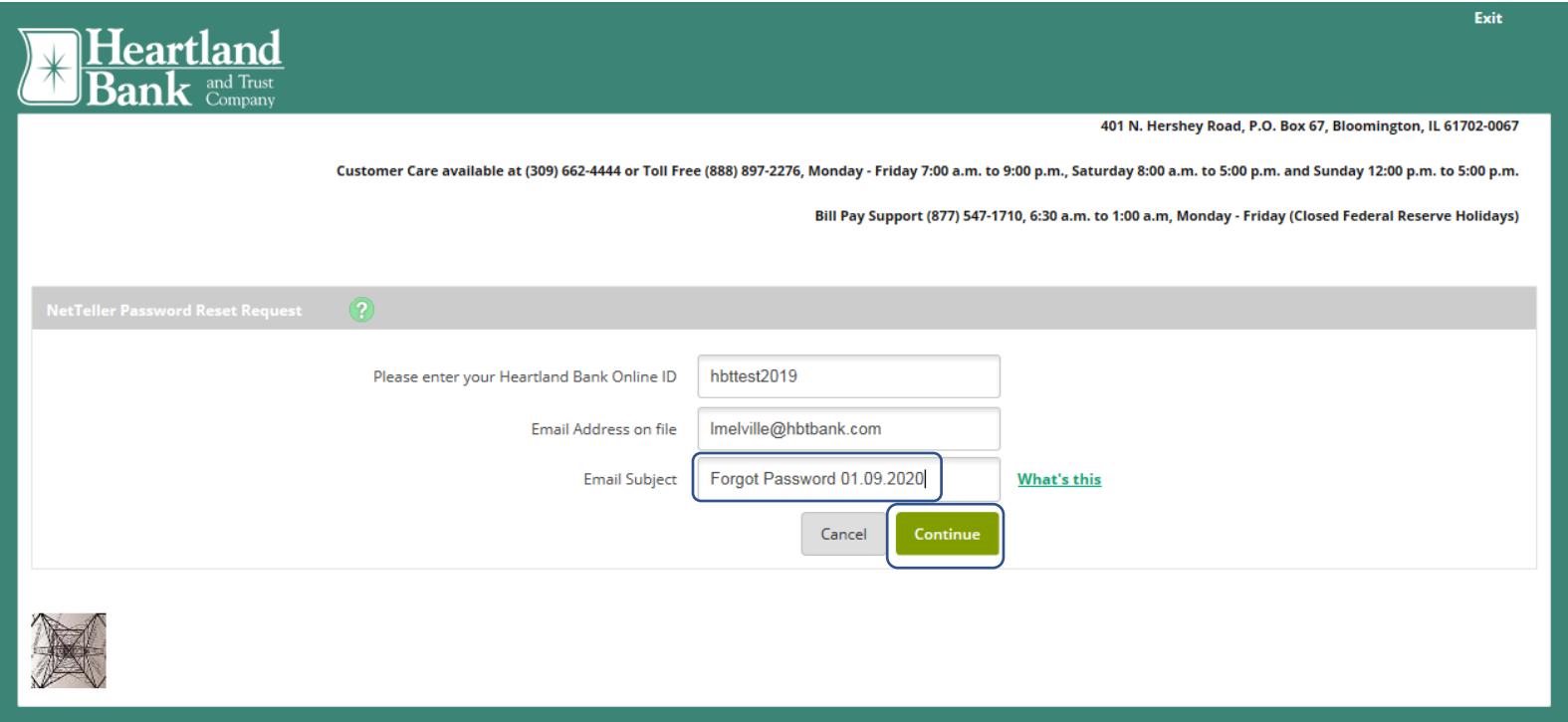
**Complete the following fields:**

Enter your **Heartland Bank Online ID**

Enter the **Email Address on file**

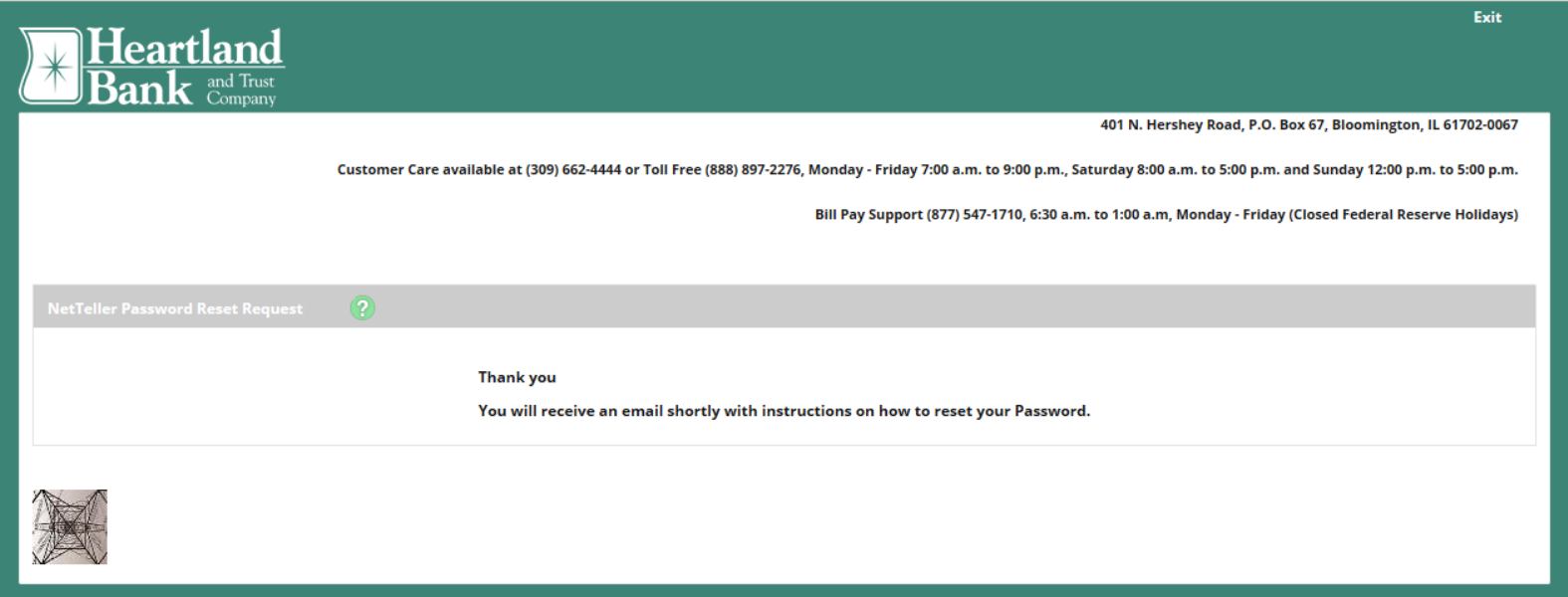
Enter an **Email Subject** (A word or phase of your choosing, this will populate in the subject line of the email generated.)

Select **Continue**



The screenshot shows the top of the Heartland Bank website with the logo and contact information. Below the header, there is a section for "NetTeller Password Reset Request" with a question mark icon. The form contains three input fields: "Please enter your Heartland Bank Online ID" with the value "hbtttest2019", "Email Address on file" with the value "lmeville@hbtbank.com", and "Email Subject" with the value "Forgot Password 01.09.2020". There are "Cancel" and "Continue" buttons at the bottom of the form. A "What's this" link is also present next to the Email Subject field.

**NOTE:** Within a 24-hour time period, there is a limit of three attempts for the password self-reset feature.





The screenshot shows the confirmation page of the Heartland Bank website. The top header is identical to the previous screenshot. Below the header, there is a section for "NetTeller Password Reset Request" with a question mark icon. The main content area displays the text: "Thank you" and "You will receive an email shortly with instructions on how to reset your Password."

An email displaying the **E-mail Subject** verbiage is sent to the email address on file from [hbt@hbtbank.com](mailto:hbt@hbtbank.com).

Select the [click here](#) link found in the email. **CAUTION:** If you do not click the link within two hours of receiving it, the link is invalid and you will need to restart the password self-reset process.

**Forgot Password 01.09.2020**


 **hbt@hbtbank.com**  
To  Lori Melville 1:04 PM

Retention Policy Default 2 year move to Deleted Items (2 ye: Expires 1/8/2022)

[Phish Alert](#) [Action Items](#) + Get more add-ins

**NOTICE: This message came from an external source. Please exercise caution when clicking links or opening attachments.**

You have requested to reset your Heartland Bank Online Password.


To confirm this request, please [click here](#). 

**This link will expire in 2 hours.**

Heartland Bank & Trust Company  
1-888-897-2276 or 309-662-4444

Enter your **Heartland Bank Online ID** and **Password Reset Answer** → Select **Continue**

**TIP:** The Password Reset Answer field is case-sensitive.

 Exit

401 N. Hershey Road, P.O. Box 67, Bloomington, IL 61702-0067


Customer Care available at (309) 662-4444 or Toll Free (888) 897-2276, Monday - Friday 7:00 a.m. to 9:00 p.m., Saturday 8:00 a.m. to 5:00 p.m. and Sunday 12:00 p.m. to 5:00 p.m.

Bill Pay Support (877) 547-1710, 6:30 a.m. to 1:00 a.m, Monday - Friday (Closed Federal Reserve Holidays)

**Password Self Reset**

Heartland Bank Online ID \*

What was the name of Granpa's Dog?\*



7. Enter a **new password**, reenter your **new password**, then select **Submit**.

\*Please refer to the **Password Rules** provided on this page when establishing your new password.

Heartland Bank and Trust Company  
401 N. Hershey Road, P.O. Box 67, Bloomington, IL 61702-0067  
Customer Care available at (309) 662-4444 or Toll Free (888) 897-2276, Monday - Friday 7:00 a.m. to 9:00 p.m., Saturday 8:00 a.m. to 5:00 p.m. and Sunday 12:00 p.m. to 5:00 p.m.  
Bill Pay Support (877) 547-1710, 6:30 a.m. to 1:00 a.m, Monday - Friday (Closed Federal Reserve Holidays)

Password Self Reset

Please enter a new Password: \*  
Reenter your Password: \*

**Password Rules**

- Must contain at least 1 letter
- Must contain at least 1 number
- May contain the following special characters +\_@!\$\*~-
- Must be between 13 and 25 characters in length
- Must not match or contain your ID
- Must not match one of the previous 4 Passwords

Submit Cancel

Select:

**Go to Login Page** to sign in with your newly established password **OR**

**Close Browser** to open a new web page and navigate to [www.hbtbank.com](http://www.hbtbank.com) to sign in to your online accounts using your newly established password

Heartland Bank and Trust Company  
401 N. Hershey Road, P.O. Box 67, Bloomington, IL 61702-0067  
Customer Care available at (309) 662-4444 or Toll Free (888) 897-2276, Monday - Friday 7:00 a.m. to 9:00 p.m., Saturday 8:00 a.m. to 5:00 p.m. and Sunday 12:00 p.m. to 5:00 p.m.  
Bill Pay Support (877) 547-1710, 6:30 a.m. to 1:00 a.m, Monday - Friday (Closed Federal Reserve Holidays)

Password Self Reset

Your Password has been changed successfully.

Go to Login Page Close Browser