CashPro®

BANK OF AMERICA 🇺🇸

Password Reset Instructions

1. Go to the **CashPro** sign in page.

2. Select **Sign-in assistance.**
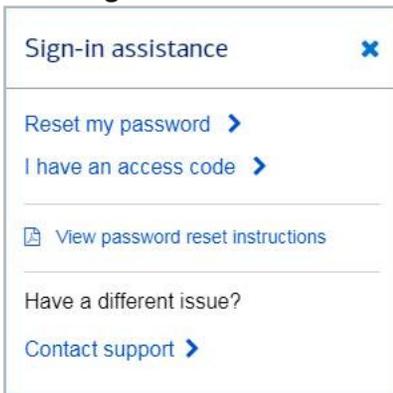
3. Select **Reset my password.**

4. Enter your credentials.

5. Select **Next**.

6. Enter your **Access Code**.

   🔑 If you had previously selected "Reset my password" and didn't complete the process, you can use the **I have an access code** link. You will need to re-enter your credentials and follow the prompts on the screen.

7. Select **Next**.

8. Verify your identity by entering one of the following:

   a. Your token's one-time password (OTP).

   b. Answer your Challenge Questions.

   🔑 The OTP panel will expand by default if you have an active token assigned. However, you can always click on the **Answer Challenge Questions** panel to expand and answer.

9. Select **Continue**.

10. Enter a new password.

11. Select **Finish.**